

**Post Title:** Welfare Rights Officer CC492

**Evaluation:** 519 points

**Grade:** N07

**Responsible To:** Manager – Welfare Rights Service

**Responsible For:** N/A

**Job Purpose:** To provide a comprehensive welfare rights advice and advocacy service, including the provision of information, support and training for claimants, other professionals, internal and external partner organisations.

**Main Duties:** The following list is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To provide confidential, impartial advice, negotiation and representation for individual claimants, including representation at relevant tribunals, the County Court and similar bodies.
- 2 To manage complex cases.
- 3 To maintain up-to-date case records in accordance with Council Policy and Practice.
- 4 To identify and apply for financial support for clients including completion of benefit and grant applications, and handling cash in accordance with the Council's Financial Policies and Procedures.
- 5 To produce reports, performance management, financial and other information, as required, including the production of information in a variety of formats, such as web based information, leaflets, bulletins, etc.
- 6 To promote the Council's Welfare Rights Service, and local and national initiatives to increase benefit and tax credit take-up.
- 7 To provide policy advice and guidance in relation to financial well being to other council officers, statutory and voluntary partner organisations. Including supporting the implementation of related policies such as Independent Living Fund, Financial Assessment and preventing homelessness.
- 8 To develop and deliver specialist training and briefings for a range of professionals, support groups and service users.
- 9 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
- 10 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.