

**Job Description**

**Job Title: Welfare Rights Officer**

**Salary Grade: Grade 7**

**SCP: 26 - 30**

**Job Family: People Care**

**Job Profile: PC 4**

**Directorate: Neighbourhoods**

**Work Environment: Agile**

**Reports to: Welfare Rights Service Team Leader**

**Purpose:**

To provide advice and assistance to residents of Sunderland in relation to their wellbeing.

* To manage a full case load in relation to benefits debt and employment up to and including:

- representation at Social Security appeal tribunal and Employment Tribunals.

- County Court application and representation.

* To provide advice sessions in relation to new clients and on-going issues.
* To manage caseloads via diary and recall systems and provide detailed but succinct case recording.
* To maintain and develop knowledge of welfare benefits, debt, employment rules and regulations.
* To manage complex and higher risk cases to maintain or improve the wellbeing of vulnerable clients.

In addition, the post holder will be required:

* To provide advice, information and guidance through training sessions to members of the public, organisations, charities, council staff and other advice providers.
* To contribute to, update and edit the Welfare Rights Service web pages.
* To provide support through in-reach pilots including liaison with pathways partners:

- Meet the pathway partners and discuss trends patterns in activity in relation to advice work.

- Investigate response with the pathway partners to these trend and patterns.

- Bring this to the attention of the Team Leader if necessary and implement if necessary.

* To promote the service via liaison with, and attendance at meetings and forums, and presentation to the following:

- Community organisations, Council departments and other organisations such as ACAS, Her Majesty’s Court and Tribunal Service, and the Department of Work and Pensions.

- Professional meetings: The Financial Inclusion Network (FINCAN); National Association of Welfare Rights Advisors (NAWRA)

- Welfare Rights Discussion Group (WRDG)

* To deliver training and briefing sessions to council colleagues/ external partners.
* To promote the service though attendance at and/or providing information or presentations to a range of meetings and forums.
* The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.
* The post meets the DBS eligibility criteria for a standard or enhanced DBS disclosure.