**Job Description**

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| **Job title** | **Welfare Rights Officer** |
| **Grade** | **Grade 7** |
| **Service/Team** | **Welfare Rights Service** |
| **Main purpose of job *(i.e why is post required?)*** | 1. To provide advice and assistance to residents of Sunderland in relation to their wellbeing. 2. To manage a full case load in relation to benefits debt and employment up to and including representation at Social Security appeal tribunals, Employment Tribunals.   County Court applications and representation.   1. To support the creation and delivery of up-to-date information (including digital information) and training materials |
| **Key responsibilities *(i.e what does the post broadly do to achieve its purpose?)*** | 1. To provide welfare rights advice in a variety of settings ( 50% of which will be targeted support in the West of the city) 2. To liaise with key partners in the West 3. To provide advice, information and guidance through training sessions to VCS organisations and other advice providers. 4. To contribute to Welfare Rights Service web pages. 5. To promote the service via liaison with, and attendance at meetings and forums, and presentation to the following:   - Community organisations  -Council departments  -Other organisations such as ACAS, Her Majesty’s Court and Tribunal Service, and the Department of Work and Pensions.   1. To attend professional meetings as required 2. To promote the service though attendance at and/or providing information or presentations to a range of meetings and forums. |
| **Key tasks *(i.e the specific duties that are required to achieve responsibilities)*** | 1. To maintain and develop knowledge of welfare benefits, debt, employment rules and regulations. 2. To manage an active caseload via diary and recall systems and provide detailed but succinct case recording. 3. To manage complex and higher risk cases to maintain or improve the wellbeing of vulnerable clients. 4. To provide representation at Social Security appeal tribunals, Employment Tribunals and County Court |
| **Other duties/specific policies e.g. DBS** | 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 |