

Job Description for the Post of Welfare Benefits Adviser

Job Title:	Welfare Benefits Adviser (Temporary)
Salary:	£22,650 - £24,504 (pro rata)
Pension:	Epilepsy Connections provides a workplace pension scheme to eligible employees. Employer contribution is 3%. Employee contribution is 5%.
Hours:	21 hours per week over 3 days, as agreed with Line Manager. Most duties will be carried out 9am – 5pm but occasional out of hours working may be required to meet the needs of the service.
Place of Work:	Office base: 100 Wellington Street. Some travel may occasionally be required within the Greater Glasgow & Clyde NHS Board area.
Reports to:	Executive Director

Overall aim of the post: To provide welfare benefits information, advice, support and representation to people with epilepsy, their families and carers throughout the NHS Greater Glasgow and Clyde area.

Main Tasks:

1. To accept referrals from Epilepsy Connections' Fieldwork Team to provide accurate, up-to-date benefits information, advice and support to people with epilepsy, their families and carers.
2. To undertake benefits checks, to encourage people to apply for appropriate benefits and to advise on and support the completion of applications where appropriate and required.
3. By arrangement with the Fieldwork Team, to attend medical assessments in circumstances where support is indicated and the applicant has no alternative representative.
4. To support the preparation of reconsiderations and appeals, and to attend tribunal hearings and support applicants through the appeal process.
5. To liaise closely with and provide feedback to Epilepsy Connections' Epilepsy Fieldwork Team in relation to benefits-related casework.
6. To signpost epilepsy service users to external money and debt advice agencies as appropriate.
7. To establish positive and effective working relationships with relevant external agencies and colleagues including welfare rights agencies, DWP, and Scottish Campaign on Rights to Social Security.

8. To signpost epilepsy service users to external money advice agencies as appropriate.
9. To maintain appropriate records in relation to all interventions, including follow up procedures.
10. To be self-sufficient administratively and provide statistical information and reports as agreed with the Executive Director.
11. To prioritise and manage own workload.
12. To stay up to date with legislation and case law, and undertake appropriate training as agreed with the Executive Director.
13. To work to a plan agreed with the Executive Director and the Board of Directors, and other duties as required.

This post involves regulated work with adults and is subject to PVG membership.

This post is temporary to 31 March 2020.

PERSON SPECIFICATION: Welfare Benefits Adviser

	ESSENTIAL	DESIRABLE
Minimum of 2 years' experience of providing welfare rights information, advice, support and representation.	✓	
Up-to-date knowledge of welfare rights issues, including the planned implementation in Scotland of new legislation in relation to the administration of benefits.	✓	
Qualification in welfare rights		✓
Excellent communications skills: <ul style="list-style-type: none"> • Effective oral communication skills in relation to working with epilepsy service users, internal colleagues and external agencies. • Effective written communication skills in relation to preparing applications, reviews, correspondence, reports, and client records. 	✓	
Understanding of the impact of epilepsy and seizures on individuals and families/carers.		✓
Understanding of the social model of disability and of human rights.		✓
Demonstrable ability to work on own initiative and to manage and prioritise workload.	✓	
IT skills including Word, Excel and Outlook and able to work with minimal admin support.	✓	
Able to travel within the Greater Glasgow & Clyde area.	✓	