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| **Specification** | **Essential** | **Desirable** |
| Qualifications | Degree level or good further education level or equivalent in training combined with experienceExcellent Communication skills written and verbal | Accreditation in welfare benefits advice |
| Experience | At least 2 years working with vulnerable clients with vulnerable client casework managing full caseworkAppeal preparation and representation & Tribunal preparation and representation Benefit sanctions appealsWorking in all aspects of a full welfare benefits serviceExcellent time and case management; managing a full volume caseload in busy office environment. Ability to communicate and negotiate with other professionals and organisationsWorking as part of a team, Working on own initiative | Advocating and assisting client with issues with housing providers, landlords, mortgage lenders, statutory and voluntary agencies for the clients benefit Financial Capability & Inclusion strategiesDelivering Financial Inclusion services to clientsMoney advice experienceProject DevelopmentCampaign work around, equality, discrimination, social justice and human rightsPractical use of ‘Advice Pro’ |
| Knowledge and understanding | Homelessness and people affected by homelessnessCurrent Glasgow City Council housing and homelessness policyWelfare benefits system, policy and law and relevant and appropriate legal requirements Domestic Abuse (Protection) (Scotland) Act 2021Child protection legislation &duties including GIRFEC | Current Housing law, homelessness policy and practice & prevention & good practice protocols and procedures in Scotland & UKCurrent & proposed private Rented Sector legislation & Policy including those that affect Women and children experiencing domestic abuse & VAWG Domestic Abuse Pathway & Rapid Rehousing Plan; Guidance on VAWG for Housing providersAdults with incapacity policy legislation & duties |

**Job Specification: Welfare Rights Officer; Full time post, 34 hours per week; Salary £26,765 per annum**

GLC has pioneered a co-ordinated and flexible, early intervention service which works in partnership with the local organisations and developed joint working initiatives with community, voluntary and statutory services to provide a personalised holistic service to clients who are under threat of homelessness.

We have developed and established our Rights Hubs assertive outreach model of service delivery which provide a tailored service direct to client’s at the most appropriate point of contact by way of outreach surgeries based in organisations and agencies where vulnerable client attend and trust or will attend to present as homeless.

Along with office-based work we provide several community Rights Hubs based across the city attended on a weekly rotational basis with other staff members.

You will be working across GLC projects; including Crisis Navigator Intervention Service for Women and Children experiencing domestic abuse and VAWG providing outreach support and legal advice and representation for vulnerable women and children; Prevention of Homelessness Rights Hubs and Debt Navigator online web-based services.

Other relevant work comes through referral pathways from other organisation and from other staff and solicitors.

**Job Description:** **Welfare Rights officer:**

Reporting to the Prevention of Homelessness Coordinator you will provide a full benefits service in terms of supporting the client to access their benefit entitlement and will provide the Service User household with appeals and tribunal services representation to the highest level. The welfare rights officer will also deal with complex welfare benefits issues on the service user’s behalf.

Along with providing a full and comprehensive welfare benefits service including appeal representation, tribunal representation at all levels, will provide service users a service in terms of welfare benefits, Benefit Sanctions housing and homelessness policy and law, working with vulnerable clients: you will be working closely with the project coordinator, financial inclusion / capability officer and solicitor to provide vulnerable clients with a full welfare benefits service.

The post entails the completion of Advice and Assistance legal aid applications where appropriate.

You will be part of an established team of caseworkers and solicitors providing free, independent and confidential service for the client.

The post involves Joint and partnership working with other organisations and agencies and involves challenging decisions of other organisations and agencies on behalf of the client using the law, legal processes and policy to do it.

In terms of working for the client, and with regard to wider society, a strong sense of social justice and legal and human rights for the aforementioned issues is essential for the post. Govan law Centre is also a ‘campaigning’ organisation which seeks to influence political and policy change for the benefit of our clients and wider society.

There is a 6-month probationary period in accordance with Govan Law Centre's HR policy.