

**Job & Role Description, Welfare Officer.**

**Salary - £25,000 / Hours – 35 hours FT / 9-4.30pm.**

**Contract – Fixed Contract 1 Year (Sep 2021 – Sep 2022).**

**Work Location - Glasgow (Home / Office (Woodlands) / House Appointment Working)****.**

**Driving License and Own Car Essential.**

**Role Description**

GGG is recruiting for an existing position of a Welfare Officer to join a well-established team. GGG is looking for candidates with experience of the benefits system and that can relate well to an older adult client base. Benefits include, but not limited to, Attendance Allowance, Disability Living Allowance, Personal Independent Payment, Employment Support Allowance, Universal Credit, Pension Credits, Council Tax Benefits and Housing Applications.

To support this role, GGG has long term relationships with a variety of referrers including departments within social work, housing associations, NHS, Home Falls Prevention, and utility providers.

The postholder will report directly to the Welfare Manager and will be given all training required to conduct this role both initially and within an ongoing basis.

The post is fixed for 1 year (allowing for a 3 monthly probation period), full time and 35 hours per week. The role would require some office working for general administration and meetings, home appointment visits and remote working from home can be allowed where appropriate.

**Main Purpose**

The purpose of the post is to offer older adults a better quality of life through access to the financial benefits system. This will include providing information, access to applications, and 1-2-1 support within numerous benefits that older adults are entitled to apply for. This post includes a careline service which ensures that older adults are offered advice on numerous ‘day to day’ concerns and queries.

**Dimensions**

The post- holder will manage a client base within Glasgow. This will include arranging appointments by phone and face to face, assessing client needs, gathering key personal information, and supporting the overall application journey from enquiry to conclusion of application or query.

 **Principal Responsibilities**

* To review, inform and guide clients through all appropriate benefit entitlements.
* To educate clients on the benefits system and offer digital assistance within online information and show any online form process.
* To gather personal information from clients and ensure accuracy within making applications.
* To write applications on behalf of clients, while explaining the process of each individual benefit and why information is required.
* To offer careline support and guidance for any general query EG utility bills or issues, issues with local council departments, home care assessments, aids or adaptions needed at homes, government guidance on COVID-19. Signposting where necessary to any other organization for support.
* To maintain strong relationships and networks with local authority departments and local support groups.
* To attend GGG Club meetings and seminars to promote the work of GGG and discuss updates of benefits.
* To meet with and/or give talks to voluntary groups on GGG’s Welfare Service.
* Attend appropriate training, seminars, and staff meetings.
* To apply for review’s on ‘non-awards’.
* To attend tribunals where clients have rejected awards, and to construct a case on the client’s behalf.
* To report monthly to the Welfare Manager and provide up-to-date information on clients and cases. Provide monthly statistical information on careline calls, clients numbers and financial benefits gained.
* To report on performance against agreed budgets and targets.

**Desirable Experience**

* Experience of working within the benefits system and knowledge of the application process.
* Experience of working with older people and be able to show empathy and patience throughout the process. A background within dementia and Alzheimer’s care is advantageous.
* Ability to work on own initiative and to tight deadlines.
* Good training skills to inform and educate older clients.
* Experience of working with referral agencies and other local authority networks.
* Ability to work well within a small team and support management with key Management Information.
* Strong verbal and written communication skills.
* Ability to use of all common Microsoft packages including word, excel and email.

**To apply for this post, please email a copy of your up-to-date CV and a covering letter.**