



Job Description: Welfare Rights Adviser: Glasgow Service

Post: Welfare Rights Adviser
Hours: Full-time and Part-time positions available: 16-35 hours
Salary: Points 13-17 £22542 - £27552 – for full time
Location: Based at OPFS Glasgow Office
Reports to: Project Manager, Glasgow & Lanarkshire Services

Role and Responsibilities

The Welfare Rights Adviser will provide an up to date and comprehensive welfare benefits advice and income maximisation service for single parent families. The successful candidate will also provide advocacy service for single parents undergoing appeals or attending tribunals and roll out training or updates to staff to ensure they are kept informed of changes in the Welfare Benefit system.

Key Tasks

- To provide benefit advice to single parents on all benefits and casework.
- Provide representation for clients by preparing and presenting cases at benefit appeal hearings.
- To establish links with relevant services throughout Glasgow, particularly GAIN Network Agencies.
- Assist with research and campaigns on issues relating to welfare reform.
- To organise in-house training on welfare benefits for appropriate OPFS staff.
- Assist in producing, maintaining and distributing appropriate information materials.
- Maintain case records for the purpose of continuity of casework, information retrieval, monitoring and reporting
- Recording client cases using Advice Pro Case Management System as required to enable the service to be monitored and evaluated.
- To adhere to all requirements of the organisations systems and processes in accordance with the Scottish National Standards for Information and Advice Providers and comply with the Financial Conduct Authority Regulations pertaining to Money Advice.
- Provide regular reports to the Project Manager on activities against targets

Personal Specifications

Essential Experience

- Proven experience in advice work and representation at benefit appeals
- In-depth current knowledge of the benefits system
- Experience of managing a complex caseload and maintain up to date recording
- Able to understand wishes and needs of service users and advocate on their behalf.
- Good knowledge of single parent issues and the effect of Welfare Reform on single parent families.
- Fully competent in using Microsoft Office 365 and custom database packages,
- Ability to work under pressure, on your own initiative, but also to be part of a team
- Commitment to working to the organisation's policies and procedures
- Ability to work in an organised manner
- Excellent organisational, communication and report writing skills
- An ability to deal with clients and other professionals in a sensitive manner
- Strong negotiation and problem-solving skills.

Desirable

- Relevant qualifications
- Clean driving Licence and access to a vehicle

Terms & Conditions

- **Confirmation of Appointment:** Fixed term contract until 31st March 2023 with the possibility of extending (dependent on funding). Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, references, and receipt of a satisfactory disclosure check.
- **Salary:** Points 13-17 £22542 - £27552 – for full time
- **Hours of work:** Full-time and part-time positions available: 16-35 hours.
- **Holidays:** Holiday entitlement of 5.6 weeks per annum pro rata to the hours worked. This will include an additional 5 days per year after 5 years' service. (This will be pro-rated from your start date in the fifth year of service).
- **Pension:** You will be auto enrolled from your start date. OPFS pays 3% of your salary and you pay a minimum of 7%.
- **Training and support and supervision:** You will receive induction training and frequent support in the first three months. Thereafter you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held, and staff have access to internal and external training.



- **Equal Opportunities and Family Friendly Employment:** OPFS aims to be an equal opportunity and family friendly employer. OPFS has Investors In People status.

Recruitment Timetable: Please note that we are promoting this vacancy until 5pm on 8th December. Applications will be assessed as they are received, and interviews will take place on a weekly basis throughout this period and closing date may end earlier.

If you are interested in working with One Parent Families Scotland please download an application from our website www.opfs.org.uk. and email your completed application form to jobs@opfs.org.uk. Please contact info@opfs.org.uk 0131 556 3899 if you require a paper application form.

*Previous applicants need not apply.

The job description is a broad picture of the post at the time of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time.

