

Money & Welfare Benefits Adviser

Post: Level 5

I have a specialist role, providing one to one support to clients, managing a case load and structured appointments. I assist clients to maximise their disposable income by ensuring they receive all appropriate benefits and services, liaising with statutory bodies when required. I develop individual financial management plans for clients including developing and reviewing personal support plans.

I work with a degree of autonomy, and I am a team player and play a role in developing the service. I am responsible for achieving a better quality of life for people affected by the combined stresses of mental health problems and money problems. I support people directly through providing a specialist helpline advice service, including in-depth financial assessments, maximising income and debt management. I adhere to rigorous guidelines and regulations ensuring that people receive the highest quality service possible to alleviate distress.

I support the Senior Adviser and the Service Manager in their roles to meet national and funder criteria, contributing to analysis and reviews to gather evidence and highlight the main issues that people face.

What I do and what I achieve

- I work closely with the Service Manager to achieve strategic and operational outcomes
- I assess service user needs and entitlements and provide specialist help and support to maximise income through claiming welfare benefits and managing debts
- I liaise with a range of specialist agencies to achieve the best outcomes for service users
- I also review support needs to ensure that wider health and wellbeing outcomes are being achieved, including working with support staff as required
- I set up appointments and case records and signpost and refer to other services as needed
- I maintain accurate and confidential records and report on outcomes following regulations and quality standards (FCA)
- I gather and help to collate statistics to build an evidence base for policy development and influence
- My focus is ensuring continuity of service within the context of SiMS values and strategic outcomes
- I ensure that careful and ongoing review systems are in place and maintained
- I build positive working relationships with local partners to better support our service users and to promote the work of Support in Mind Scotland
- I contribute to Research and Development at a local level in support of National objectives to promote service improvements
- I ensure that all Health and Safety responsibilities within practice settings are fulfilled

Who I am

- I am educated to SVQ 3 level or have significant experience working in mental health with mental health clients
- I work well in a team setting but can also work autonomously
- I have a sound theory base of social care interventions including risk assessment
- My value base is consistent with the aims and objectives of Support in Mind Scotland
- I apply an analytical approach to problems in order to find solutions
- I am competent in planning and reviewing development plans and taking appropriate action if needed
- My IT skills are of a high standard and I have experience of working with electronic case management systems (such as CASTLE or MACS)
- I recognise the importance of professional support and supervision
- I have a sound knowledge of Health and Social care policy in Scotland and can apply this to my role
- I am keen to develop my knowledge and skills and attend training as required

I will also have

- A recognised professional money/welfare advice training or qualification such as Wiser Adviser or CPAG
- Experience of managing debt and/or benefits' claims including informing people of their rights across a range of issues
- Experience of producing reports that comply with additional regulations

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify the line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.