



Job Description: Welfare Rights Assistant

Post:	Welfare Rights Assistant
Hours:	16hrs per-week (however increased hours will be considered)
Salary:	Point 5: £10.50 per hour £19, 110 (pro rata for 16 hours)
Location:	OPFS Glasgow Service
Reports to:	Project Manager, Glasgow & Lanarkshire Services

Role

The Welfare Rights Assistant will be responsible to the Project Manager for supporting the delivery of the Financial Inclusion work within the Glasgow Service for single parent families. The role will include the provision of crisis and welfare rights support, outreach activities and supporting the delivery and co-ordination of welfare rights and money management sessions for single parents.

Main Duties and Responsibilities

- Support the Welfare Rights staff to engage with single parents and promote the services of One Parent Families Scotland Glasgow Service.
- Develop trusting relationships with single parents and undertake 1:1 support meetings to provide information, advice, support and advocacy for single parents.
- Under instruction from accredited Welfare Rights Advisors, undertake detailed casework for clients in relation to Welfare rights.
- Work towards attaining Welfare Rights Advisor competence.
- Learn and understand relevant legislation particularly in relation to welfare benefits,
- Ensure that case management systems are maintained, for case recording, statistics, follow up work and quality control.
- Through peer assessment and quality assurance checking of welfare rights advice cases, receive constructive feedback to assist in the identification of training and development need.
- Support Financial Inclusion staff to deliver Welfare benefits and money management workshops.
- Support parents to complete forms, crisis and charity grants applications and refer to appropriate Financial Inclusion services.
- Meet regularly with line manager / supervisor for support and supervision.
- Complete monthly reporting template and Case Studies within set timeline.
- Attend relevant training as required.
- Maintain confidentiality at all times and complete all appropriate client paperwork as required.
- Any other duties as deemed appropriate.

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.

Personal Specifications

Essential:

- **IT:** Competent in word processing, spreadsheets, databases, e- mail.
- **Personal attributes:** (friendly, welcoming personality and an organised approach to tasks, good communication skills.
- **Organisational Skills:** Strong organisational skills & a team player.
- **Commitment:** A willingness to learn

Desirable:

- **Knowledge:** Understand the needs of single parents and their families
- **Driving License:** A clean driving license and access to a vehicle

Terms & Conditions

- **Confirmation of Appointment:** Contract until 31st March 2023 with the possibility of extending further (dependent on funding). Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period.
- **Salary: Point 5** £19, 110 (pro rata 16 hours)
- **Hours of work:** 16 hours per week however increased hours will be considered.
- **Holidays:** Annual leave entitlement is 25 days and 12 Public holidays (pro rata for 16 hours)
- **Pension:** You will be auto enrolled from your start date. OPFS pays 7% of your salary and you pay 3%.
- **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 are 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 Thursday 28th July at 5pm. 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 copy.