



## **Job Description: Senior Welfare Rights Advisor:**

<b>Post:</b>	Senior Welfare Rights Advisor
<b>Hours:</b>	35 hours per week, flexibly to meet the demands of the job
<b>Salary:</b>	Point 19 - 23 £28,629 - £34,991
<b>Location:</b>	Working flexibly across OPFS Glasgow and South Lanarkshire Service
<b>Reports to:</b>	Project Manager, Glasgow & Lanarkshire Services

### **Role and Responsibilities**

To support the Financial Inclusion Lead in the delivery of high quality, efficient and effective Welfare Rights service in Glasgow, and South Lanarkshire (Rutherglen/ Cambuslang) through the provision of welfare rights advice supporting single parent families to maximise income through welfare benefit entitlements, address levels of household poverty and provide support to help with situations of crisis. To provide professional guidance and support to welfare rights staff team.

All roles at OPFS contribute to our mission of working with and for single parents providing support that enables them to achieve their potential and help create lasting solutions to poverty and address the barriers facing single parents and their children.

### **Main Duties and Responsibilities**

- Provide day to day delivery of the Financial Inclusion aspect of the South Lanarkshire and Glasgow East “Supporting Families” partnership projects.
- Provide advice to clients on welfare rights issues to maximise income and support independence through the tribunal appeals process.
- Prepare cases for submission to Tribunal Appeals Hearings.
- Able to work in a demanding environment and with a high caseload of clients.
- Develop training programmes for parents and practitioners on welfare rights, new Scottish Social Security Benefits etc.
- Provide support and up-to-date legislative guidance on welfare benefits.
- 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.
- Establishing and maintaining effective liaison with relevant statutory and voluntary agencies including developing partnership initiatives.
- To work within annual budget set for the Project and funders’ grant conditions and liaising with Financial Inclusion Lead on preparation of budgets.
- To work closely with the Financial Inclusion Lead to submit monitoring and evaluation information to funders in a timely and accurate manner.
- Deputise for the Financial Inclusion Lead when required and provide support to staff and supervision when required.



- Support the Financial Inclusion Lead to develop, implement and maintain appropriate performance management reporting systems as a means to managing staff performance.
- Work in a pro-active, non-discriminatory and culturally sensitive manner that encourages single parents to access services.
- To positively promote the work of OPFS Glasgow / South Lanarkshire services and strengthening existing links with external stakeholders.
- To provide positive role modelling for staff supporting single parents while promoting and supporting good practice and compliance to OPFS' ethos, policies and procedures.
- To adhere to confidentiality and information sharing protocols and legislation with regard to sensitive data between service users, staff and relevant agencies.
- To take part in service evaluation, monitoring and consultations with service users.
- Identifying any new needs that service users may have and developing new services to meet such needs, including working to secure additional funding.

#### **Other duties and responsibilities:**

Undertake other duties appropriate to the job and grade, and as required by the line manager and ensure appropriate outcomes are achieved.

## **Personal Specifications**

### **Essential Experience**

- Relevant degree level qualification or equivalent experience in a related field.
- Experience of supervisory staff and financial management and monitoring of Financial Inclusion services.
- Experience of partnership and multi-agency working.
- Experience of supporting the development of new services.
- Understanding of the roles of key statutory and voluntary agencies supporting families.
- Ability to demonstrate excellent written and verbal communication skills.
- Competent use of standard IT packages and case Management Systems.
- Knowledge and understanding of current legislation whilst supporting the work with single parent families.
- Treat people with respect and seek to understand the views of single parents in Glasgow and Lanarkshire.
- Commitment to professional development.
- Ability to plan, record and evaluate through written reports.
- Ability to work flexibly across a wide geographical area.
- Full clean driving license and access to a vehicle as the post holder will be required to efficiently and effectively travel between work locations and beyond to meet the requirements of the post.



## Terms & Conditions

- **Confirmation of Appointment:** Contract until 31<sup>st</sup> 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 19 – 23** £28,629 - £34,991
- of work will be 35 hours per week, worked flexibly to meet the demands of the job
- **Holidays:** Annual leave entitlement is 25 days and 12 Public holidays.
- **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 28<sup>th</sup> 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 and email your completed application form to [jobs@opfs.org.uk](mailto:jobs@opfs.org.uk). Please contact [info@opfs.org.uk](mailto:info@opfs.org.uk) 0131 556 3899 if you require a paper copy.

**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.**

