

# Welfare Rights Advisor

**Hours:** Full time (35 hours per week)  
**Salary:** c. £31,000  
**Location:** Home based and central Glasgow office as required  
**Directorate:** Support Development  
**Reports To:** Welfare Rights Lead  
**Direct** N/A  
**Reports:**

## Role Purpose

MND Scotland is looking for someone to support people affected by motor neuron disease to access the benefits to which they're entitled. Ensuring provision of the advice and practical assistance needed to maximise the financial support available to individuals and families affected by MND.

You will work with people affected by MND to identify their entitlements, based on their individual circumstances, and submit appropriate applications. Liaising with public bodies as required while assisting clients in navigating an often-complex application processes and ensuring speedy access to benefits. Reassuring people with MND that they are being supported through a difficult situation.

The successful candidate should be able to work flexibly and autonomously using their own initiative. Good listening, communication and interpersonal skills are essential, as are excellent organisational and caseload management skills. The post holder will have high attention to detail and be able to work collaboratively with a wide range of professionals in order to provide a unique, high quality, service to families.

This will enable people with MND to spend their precious time building special memories with their families, rather than worrying about their financial situation

You will help us make time count.

## Key Responsibilities and Accountabilities

- To provide holistic advice on a range of welfare benefits issues.
- To offer clients advice and information to maximise their income and to ensure they are receiving the correct entitlements.
- This will include conducting full benefit checks, better off calculations and assisting clients to navigate their benefit claims.
- Provide practical assistance with the process of claims, including form filling and dealing with correspondence on behalf of people affected by MND
- Meet with clients and people with MND in various locations, including within their own homes where necessary.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- Build relationships and negotiate with partner services and external agencies on behalf of people affected by MND.
- Represent clients at tribunals and appeals when appropriate.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Build and maintain relationships with people affected by MND based on mutual respect, dignity and honesty.
- Present a positive image of the service and organisation at all times.
- Assist in raising awareness of the organisation and motor neuron disease.

## Essential Skills and Experience

- Previous experience of work as a Welfare Rights Advisor.
- A clear understanding of up-to-date statutory welfare and benefits systems and processes
- Proven experience in delivering exceptional customer interactions in a professional and caring manner.
- Proven experience of working co-operatively with clients, colleagues, external agencies and other professionals.
- Experience of showing resilience and flexibility in your work, as well as evidence of the ability to work under pressure and prioritise to meet agreed targets and timescales.
- Full UK driving licence and use of a car.

## Desirable Skills and Experience

- Experience of working with vulnerable people and/or those with severe illness.
- Understanding and knowledge of the new 2020 BASRIS policy
- Understanding and knowledge of legislation that impacts upon people with MND, such as:
  - Social Care (Self-directed Support) (Scotland) Act 2013
  - Equality Act 2010

## Essential Competencies

- Credible and able to articulate complex issues to a range of audiences
- Open and skilled communicator with the ability to build trust and rapport quickly
- Works collaboratively with others and values empowerment, equality and is committed to the rights of people living with disabilities and carers
- Excellent time management skills: ability to work to tight deadlines and prioritise own deadlines and caseload.
- Excellent IT skills

## Personal Attributes

With high levels of personal awareness and a strong sense of personal boundaries, a Welfare Rights Advisor is a compassionate and proactive team player with a strong sense of personal accountability. They will bring a 'can do' attitude and a focus on positive outcomes for people with MND and their families.

## Additional Relevant Criteria

There is a need within this post for the holder to be flexible about hours of work, with the occasional requirement to work in the evenings and weekends.

There is a requirement for the post holder to travel throughout Scotland where necessary

Full UK driving licence

PVG check will be required

High VDU use

High levels of emotional impact, for which external supervision is provided