



Job Description

Job Title: Income Maximisation Worker
Responsible to: Manager
Hours: 35 hours per week. Expressions of interest and informal discussions encouraged.
Type of Contract: 12-month Fixed term with possible extension (depending on funding)
Salary: £30,500

Summary of Role

The Income Maximisation Adviser will play a key role in delivering a new project : Building Blocks, which aims to support vulnerable clients across Sutherland in accessing all the help to which they are entitled.

Main responsibilities

The adviser will aim to provide the most effective service to suit the client's needs. The adviser will provide a holistic diagnosis of the client's problems and help the client maximise their income.

General Responsibilities

- Undertaking diagnostic interviews with clients face to face and diagnosing whether individuals are eligible to apply for benefits or to access other income maximisation support.
- To support other advisers to do same
- Help with resolution of straightforward enquiries
- Signposting clients who can do more to self-help
- Referring to specialists in the bureau for help with more complex enquiries
- Working with the Session Supervisor to ensure efficient service provision
- Maintaining case records including detailed statistics
- Maintaining expertise in relevant legislation e.g. Welfare rights and benefits
- Providing information for project reports
- Attending team and staff meetings as required
- Performing other duties as specified by the manager and required by the needs of the post

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