

**Name of Employer:**  **Granton Information Centre**

**Job Title:**  **Welfare Rights Adviser**

**Hours:**  **35.75 hours per week (F/T)**

**A minimum of 21.75 hours per week (P/T)**

This role is currently funded until end of April 2026 (may be extended)

**Responsible to:**  **The Advice Service Manager and the Executive Manager**

**Reporting to:**  **The Advice Service Manager**

**Salary scale**

**(dependant on experience):**  **£23,450– £25,000**

**Annual Leave:**  **28 days per annum +1 additional day for every completed year**  **of service (up to a maximum of 33 days per annum) + 10 paid**  **public holidays per year**

We are looking for someone who is passionate about ensuring that Granton Information Centre (GIC) clients have access to free, impartial advice, advocacy and representation on matters relating to welfare rights entitlement and money advice and debt issues.

**You must demonstrate on your application and at interview:**

* Your knowledge and ability to provide up-to-date, accurate and concise welfare rights advice
* Excellent verbal and written communication skills
* The ability to provide empathetic support and handle complex situations in a professional and supportive way, maintaining appropriate boundaries and adhering to relevant policies and guidance
* Personal resilience working in what can be a challenging, demanding environment supporting vulnerable clients.

**The Welfare Rights Adviser will:**

* Work to increase awareness and take-up of an individual’s rights to welfare services and income maximisation initiatives which lead to an overall increase in household income
* Provide money and debt advice to users of GIC services experiencing problems with personal indebtedness
* Undertake all training and guidance necessary to ensure that advice and information is delivered to Scottish National Standards for Information and Advice (SNSIAP)
* With support from your manager, work to achieve or exceed your performance objectives whilst continuing to support your own development through regular self-reflection, identifying training needs, discussion and feedback.

**Main Tasks:**

* Provide advice, assistance and when necessary, representation with welfare benefit entitlement claims and money, debt and general housing issues, via centre based, telephone, outreach and home visit appointments
* Represent claimants at appeal tribunals
* Maintain an up-to-date knowledge of changes and developments in welfare, housing and debt legislation and liaise with colleagues on any issues that needs to be communicated wider
* Record and maintain accurate and up-to date records of work undertaken using the GIC’s online case management system - in accordance with agreed standards. Ensuring that all case records and data collection adheres to the documentation and data protection rules
* Complete tasks timeously ensuring that all work is undertaken and completed; set and respond to task reminders to ensure all tasks and deadlines are met
* Effectively refer clients to other sources of information, guidance or advice where appropriate
* Work in collaboration with GIC staff and others to promote the service and establish appropriate referral procedures and protocols between relevant agencies
* Take part in staff and team meetings, taking on board all briefings so you are up to date with changes in advice, legislation, policies, and procedures, to provide clients with accurate information at all times.

**Other Tasks:**

* To carry out such tasks /administration necessary for the smooth day to day running of the project
* To assist in the development of appropriate statistical recording and monitoring procedures
* To work in a co-operative manner playing a full role within the GIC team and assist with any other matters as and when required
* To organise and plan work in conjunction with one or more of the following - Advice Service Manager and other GIC Managers
* To establish and maintain positive relationships between the project and other services and the community
* To effectively promote the project to ensure maximum take-up
* To prepare reports for the Advice Service Manager and GIC Managers, as required
* To carry out other reasonable duties as required
* To bring to the attention of the Advice Service Manager and/ or another GIC Manager any issues concerning the running of the project
* Attend regular support and supervision sessions with the Advice Service Manager and/ or another GIC Manager.

**Other Responsibilities:**

* You may be asked to provide GIC with a valid Disclosure Scotland or PVG certificate. If you do not hold a valid certificate, you must provide GIC, if asked, with the required information allowing an application to be made
* Maintain a working knowledge of the benefits system and other relevant areas of legislation
* Interpret changes in legislation for the benefit of the users of the project.

**Support and Supervision:**

* Day to day support is provided by the Senior Advisers and the Advice Service Manager
* You will also attend regular case review support and supervision sessions with the Advice Service Manager.

**Health and Safety:**

You will be aware of current Health and Safety policies and take responsibility for your own safety, and that of others who may be affected by any act or omission on your part.

**Qualifications:**

As a high level of understanding of complex legal issues and literacy are necessary to carry out the tasks identified, education to Degree/Diploma level or at minimum to a good general level would be essential.

**Experience Required:**

• It is essential that the post holder has current up to date knowledge of welfare rights and the benefits system inc. welfare benefits, housing issues and debt.

**It is essential that the successful candidate can demonstrate:**

• The ability to work on own initiative within a team environment with minimum supervision

• Good communication skills and experience of working with the public

• Good organisational and record keeping skills

• Good oral, written and word processing skills

• A team-based approach to work

• Commitment to non-judgemental, client centred working.

**It is desirable that the post holder has**

• Experience of face-to-face advice provision

• The ability to identify and address problems relating to low income

• Experience of preparing cases for and representing clients at appeal tribunals

• Experience of networking with groups and organisations

• Experience of working in an outreach setting.

**Ongoing employment is dependent on performance.**