

Job Specification: Welfare Rights Officer

Part time post, 17 hours per week, Glasgow, Salary £28,957 pro rata per annum

Specification	Essential	Desirable
Qualifications	<p>Degree level or good further education level or equivalent in training combined with experience</p> <p>Excellent Communication skills written and verbal</p>	Accreditation in welfare benefits advice
Experience	<p>Working with vulnerable clients with vulnerable client casework managing full casework</p> <p>Appeal preparation and representation & Tribunal preparation and representation</p> <p>Benefit sanctions appeals</p> <p>Job seekers; providing advice and representation, all categories</p> <p>Working in all aspects of a full welfare benefits service</p> <p>Excellent time and case management; managing a full volume caseload in busy office environment</p> <p>Ability to communicate and negotiate with other professionals and organisations</p> <p>Working as part of a team, Working on own initiative</p>	<p>Advocating and assisting client with issues with housing providers, landlords, mortgage lenders, statutory and voluntary agencies for the clients benefit</p> <p>Financial Capability & Inclusion strategies</p> <p>Delivering Financial Inclusion services to clients</p> <p>Money advice experience</p> <p>Project Development</p> <p>Campaign work around, equality, discrimination, social justice and human rights</p> <p>Practical use of 'Advice Pro'</p>
Knowledge and understanding	Homelessness and people affected by homelessness	Current Housing law, homelessness policy and practice & prevention & good

	<p>Current Glasgow City Council housing and homelessness policy</p> <p>Welfare benefits system, policy and law and relevant and appropriate legal requirements</p> <p>Appropriate Legal aid application</p>	<p>practice protocols and procedures in Scotland & UK</p> <p>Current & proposed private Rented Sector legislation & Policy</p> <p>Current law in terms of Debt</p> <p>Adults with incapacity policy legislation & duties</p> <p>Child protection legislation & duties including GIRFEC</p> <p>Relevant social work legislation affecting the client group(s)</p>
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GLC has pioneered a co-ordinated and flexible early intervention service which works in partnership with the local organisations and developed joint working initiatives with community, voluntary and statutory services to provide a personalised holistic service to clients who are under threat of homelessness.

We have developed and established our Rights Hubs assertive outreach model of service delivery which provides a tailored service direct to client's at the most appropriate point of contact by way of outreach surgeries based in organisations and agencies where vulnerable clients attend and trust.

Other relevant work comes through referral pathways from other organisation and from other staff and solicitors

Job Description: Welfare Rights Officer: reporting to the Service Manager, you will provide a full benefits service in terms of supporting the client to access their benefit entitlement and will provide appeals and tribunal services representation to the highest level. The welfare rights officer will also deal with complex welfare benefits issues on the service user's behalf

Along with providing a full and comprehensive welfare benefits service including appeal representation, tribunal representation at all levels, will provide service users a service in terms of welfare benefits, benefit Sanctions housing and homelessness policy and law, working with vulnerable clients. You will be working closely with the service manager, financial inclusion / capability officer and solicitor to provide a full welfare benefits service

The post involves joint and partnership working with other organisations and agencies and involves challenging decisions of other organisations and agencies on behalf of the client using the law, legal processes and policy to do it. The Welfare Rights Officer will attend various outreach locations at a community supermarkets

and food pantries in Glasgow offering 'drop in' advice and appointments each a week.

In terms of working for the client, and with regard to wider society, a strong sense of social justice and legal and human rights for the aforementioned issues is essential for the post. Govan Law Centre is also a 'campaigning' organisation which seeks to influence political and policy change for the benefit of our clients and wider society

The post entails the completion of Legal Aid applications where appropriate.

There is a 6 month probationary period in accordance with Govan Law Centre HR policy.