**Job Title:** Senior Welfare Rights Adviser

**Accountable to:** Bureau Manager

**Hours:** 35 per week

**Salary:**  £32,000 pa plus pension contribution

# About the role

The postholder will offer advice, information and support to clients presenting with serious or complex concerns related to welfare benefits and generalist advice on related issues including housing, debt, home energy and employment

They will also provide support to other paid and volunteer advisers in the CAB team, assisting with their cases and contributing to their learning and development.

The post is 18 months fixed term, with extension depending on future funding.

# Job description

**Key responsibilities**

1. Engaging with clients to identify their needs, providing options and supporting them to make informed choices to address concerns. This includes completing forms and applications, advocating for clients with external agencies and informing them of their rights and options.
2. Undertaking complex and urgent cases, often involving several concerns. These may be referred by colleagues in and out with the CAB and includes challenging decisions through mandatory reconsideration, re-determination and appeal stages.
3. Liaising with specialist services in the CAB and externally to ensure clients receive the most effective and appropriate advice and support.
4. Providing casework support and assistance to colleagues to enable accurate and consistent responses that align with current law and policy.
5. Supporting the learning needs of colleagues in and outwith the CAB through individual and group training, case discussions and information materials.
6. Ensuring all case information is recorded and processed in line with bureau policies including Data Protection, Confidentiality, Equality and Quality Assurance.
7. Managing own administration, case work, diary and time effectively.
8. Producing reports related to work including monitoring and evaluation information and anonymised case studies for a range of purposes.
9. Actively participating in team meetings and learning sessions.
10. Identifying cases where policy or processes have had a negative impact on clients and providing anonymised details to support social policy campaigns.
11. Attending external meetings or events on behalf of the CAB, on occasion.
12. Adhering consistently to policies and procedures of Dalkeith CAB including those related to service planning, delivery and evaluation, Equality and Diversity, Safeguarding, Health and Safety, Confidentiality and Data Protection.
13. Committing to one’s own professional and personal development including keeping abreast to changes in benefits, law and policy and developing skills through support from colleagues, training and self-directed learning activities.
14. Engaging in sessions for support, supervision and appraisal with the line manager.
15. Undertaking any other duties consistent with the purpose of the post and capabilities of the postholder by agreement with the line manager.

# Person specification

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|  | **Essential** | **Desirable** |
| **Experience** | 1. Demonstrable experience (paid or unpaid) of providing benefits information and advice, including complex cases and representation to mandatory reconsideration, re-determination and/or appeals level. 2. Experience of managing a caseload, including for clients experiencing complex concerns. 3. Self-motivated, with experience of organising and prioritising a busy, complex workload, under pressure, using own initiative while also contributing effectively to a team. | 1. Citizens Advice Bureau certificate of competence in generalist advice work. 2. Experience writing effective reports for managers, partners and funders. |
| **Skills** | 1. Clear verbal communication skills (e.g. for engaging sensitively with clients, advocating for clients, delivering learning activities and supporting colleagues.) 2. Effective written communication skills (e.g. for work planning, case recording, monitoring and evaluation, note-taking, correspondence and report writing.) 3. Ability to complete and support clients in completing applications and forms. 4. Confidence in using IT and telephony systems for providing advice and information, case recording, reports, form-filling, client advocacy, meetings, diary management and correspondence. | 1. Willingness to progress in the role and develop knowledge and skills to a higher level. |
| **Knowledge** | 1. Comprehensive current understanding of UK and Scottish benefits systems and good working knowledge of debt, employment, housing and home energy issues. 2. Awareness of local voluntary and statutory services for client signposting and referrals. | 1. Knowledge of the local area and organisations. 2. Experience of using the CASTLE case management system. |
| **Other characteristics** | 1. Commitment to the aims and policies of Dalkeith Citizens Advice Bureau and to working within a client driven, volunteer-led community advice and information service. 2. Willingness to undertake a basic disclosure check through Disclosure Scotland. 3. Willingness to work occasional evenings or weekends and occasionally travel in the course of duties. | 1. Full driving license and use of a vehicle may be beneficial in the role. |