

Job Description

Job Title: **Welfare Benefits Adviser**

Job number: 3264

Grade: H

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To provide a full and comprehensive welfare benefits advice service in respect of people being offered services by the Council for residential or domiciliary care.

To maximise the income of service users and the Council by providing advice and assistance on appropriate Welfare Benefits.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Provide advice, information and where necessary practical assistance in making timely claims for welfare benefits to ensure that income is maximised. Information and support will be provided over the telephone, in writing or email and face to face through home visits.
2.	Provide information on the Council's Contribution to Care policies for both residential and domiciliary care. Have an understanding of the relevant legislation, guidance and policies and how any welfare benefits claimed and awarded impact on a person's contribution to these services.
3.	Check the award of welfare benefits, advising the financial assessment service in a timely manner so that a re-assessment of a person's contribution can be completed.
4.	Collect and collate information on the number of claims made for individual benefits and the outcome of these claims, in order for the benefit take up achieved to be recorded.
5.	Liaise with government and partner organisations to establish best practice and develop support and training networks in local communities in line with localism agenda.
6.	Demonstrate a commitment to continuous improvement by accessing development opportunities, keeping up to date with changes to benefit and contribution policies and legislation by reading relevant publications and attending training sessions.
7.	Provide support and advice with complex cases as required to the Financial Assessment service and its customers.
8.	Manage own workload, processing high quality information / data accurately and in a timely manner.
9.	Embed customer service excellence within the team through contributing to the design of customer focussed processes, active participation in one-to-one meetings / the PADP process and own behaviours.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE Grade C or above or experience gained in a similar or related working environment	Maths & English	Essential
Full Driving Licence		Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Extensive knowledge of the state welfare benefits and tax credit systems		Essential
Excellent IT skills with good knowledge of Microsoft Office applications		Essential
Knowledge of the Care Act 2014 and Social Care Policies and legislation		Desirable
Skills		
Ability to understand relevant legislation, regulations and procedures in relation to charging for Adult Social Care and explain complicated information to people in a concise way		Essential
Ability to work with internal and external clients to gather or provide information to advise and support benefit claims and/or financial assessments		Essential
Ability to communicate effectively, face to face, in writing and by telephone with different groups. Be able to influence and negotiate when advising and supporting customers and service users		Essential
High level of numeracy and literacy. Ability to write clear and concise reports		Essential
Ability to manage and prioritise own workload whilst at the same time work effectively as part of a team		Essential
Ability to travel to visit service users		Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	



Experience of working independently scheduling and prioritising own work to meet service requirements		Essential
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills		Essential
Experience of working in a customer focused role in a fast paced environment		Essential
Experience of providing welfare benefits advice and form completion		Essential
Experience of supporting people who may find it difficult to express themselves		Desirable

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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