

Job Description

Job Title	Welfare Rights Adviser
Barnet Band and scale range	H
Reports to	Early Years Services Manager
Service area	Children’s Services
Location	North London Business Park
Hours of work	Full time

Purpose of Job:

To provide specialist welfare rights and benefit advice for families using Barnet’s Children’s Centres. To ensure families using the service have the opportunity of having their incomes maximised in order to ensure financial inclusion policies are mainstreamed within Centres service delivery.

Key accountabilities

Key Accountabilities Specific for This Post

To deliver outreach advice surgeries in the Children’s Centres and under take home visits where necessary

To maintain referral systems to ensure health, social care and relevant professionals refer families in need of welfare benefit advice.

To attend regular meetings, as appropriate, to ensure good liaison and communication with other partner organisations. This will include developing liaison meetings with key Children Centre staff, and other partner agencies such as Job centre plus and to raise awareness of benefit issues and encourage service providers to consider the financial inclusion needs of families using the Children’s Centre’s.

To monitor the number of families seen and advice provided

To attend regular service review meetings with managers and staff from the Children’s Centre to assess effectiveness of service.

Role Specific Responsibilities

To provide efficient, courteous and reliable benefits advice to families by personal interview, telephone, letter and any other medium, on welfare benefit matters, in order to maximise family income and/or to help families to make smooth transitions into work, training or learning,.

To actively follow up work arising from this advice, including telephone negotiations, form completion and as necessary, referral to specialists or other agencies on consumer rights, debt and housing advice, asylum seeker and refugee issues. This will include providing detailed advice on benefits and Tax Credit to maximise family incomes and maintaining detailed case work records.

Prepare appeal cases for formal proceedings; comply with relevant legislation, codes of practice, procedural rules and ethical requirements for representation. Prepare clients to be witnessed for formal proceedings.

Present and review cases for clients in formal proceedings; identify any issues with formal proceedings and take appropriate action to address them.

Provide information on childcare element of Working Tax Credit and other childcare funding options to ensure families using the centre receive accurate detailed advice on range of funding available to assist with payment of child care costs.

To work closely with health and social care professionals to ensure expecting and new mothers claim relevant maternity benefits.

Develop and extend the outreach benefit advice surgeries. Identify families most in need of advice and organise appropriate take-up campaigns to meet the needs of the client group.

To deliver brief information and other training sessions on benefits and Tax Credits for children and families to key health and social care providers within early years and education services to promote the service.

To take full advantage of any training provided and actively pursue own personal development.

PERSON SPECIFICATION

Job Title	Welfare Rights Officer
Barnet Band and scale range	H
Reports to	Early Years Services Manager
Service area	Children’s Services
Location	North London Business Park
Hours of work	Full time

Qualifications required

Type	Level required
Education / Experience	<p>At least 2 year’s recent experience of providing welfare rights advice.</p> <p>Experience of advocacy and representation of individuals at appeal tribunals.</p> <p>Experience of facilitating groups and providing training or presentations.</p> <p>Experience of working with children and families.</p> <p>Good literacy and numeracy skills.</p>

Technical / Knowledge Requirements

Type	Description
Competencies and Special aptitudes	<p>Comprehensive and up to date knowledge of welfare benefits and the statutory framework in which they operate.</p> <p>Able to give accurate, clear advice on welfare benefits and Tax Credits</p> <p>Excellent interviewing, advocacy and negotiating skills.</p> <p>Ability to identify the welfare benefits implications of and changes to national and local government legislation and develop appropriate strategies in response.</p> <p>Experience of outreach work, so to develop the provision of welfare benefit advice in children’s services.</p>

	<p>Able to communicate effectively both orally and in writing, with the public, colleagues, statutory services, advice agencies and voluntary organisations.</p> <p>Able to produce clear, accurate written reports and information on benefits.</p> <p>Able to work well within a team and relate positively to colleagues.</p> <p>Numerate and able to use IT effectively</p> <p>Able to cope and resolve problems in stressful situations where there are conflicting demands and priorities.</p> <p>Able to contribute to policy and issue based work including regular updates on casework, numbers and outcomes.</p> <p>Able to establish rapport with parents</p> <p>Able to deliver training sessions on benefit issues</p>
Knowledge relevant to job	<p>An understanding of the aims and objectives of Children Centres.</p> <p>Knowledge of the full range of welfare benefits, Tax Credits, childcare funding and related legislation.</p>
Special job requirements	<p>Hold a driving license and willingness to be an essential car user.</p> <p>This post is subject to an enhanced criminal record disclosure check.</p>

Behavioural Competencies

Competency	Level
Commitment to council's Aims and Values	<p>Ability to demonstrate equal opportunities in practice</p> <p>Awareness of how the council's aims and values relate to the job.</p> <p>Commitment to Children's Centre aims and objectives</p>