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| **Person Specification and Job Description**  |
| **Name of Role** | Benefits Advisor |
| **Responsible to**  | Advice Manager  |
| **Post Description**  | To provide specialist advice, information, and support on welfare benefits to disabled people and their families or carers. This role aims to ensure clients can access the financial support they are entitled to, enabling greater independence, stability, and wellbeing.To deliver a benefits advice service in the borough of Richmond. You will work with our experienced benefits advisors in our busy advice team.You will manage an active caseload providing a comprehensive advice and casework service to disabled people on all matters relating to Welfare Benefits. This will include advising clients on entitlements to Welfare Benefits in order to increase their income, assist and support in the application of relevant claims and to effectively challenge adverse decisions. Advice sessions will take place by face to face appointments at our offices, home visits and telephone.  |

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| **Experience & Knowledge** | **Skills & Abilities** |
| Essential 1. In-depth knowledge of the UK welfare benefits system and recent legislative changes, in particular, benefits for disabled people
2. Experience providing face to face welfare benefits advice and managing casework including experience of form filling with clients.
3. Excellent communication and interpersonal skills, including experience working with people who may have additional communication needs.
4. Strong organisational skills and ability to manage competing priorities.
5. IT literate and experienced with case management systems and Microsoft Office.
6. Empathy, patience, and a commitment to equality, inclusion, and the rights of disabled people
7. Understanding of confidentiality, data protection issues and safeguarding issues

Desirable 1. Experience of preparing people for appeal and tribunal
 | * Organised and can work to deadlines
* Resilient and tenacious
* Empathic approach
* Time management and task prioritisation
* Able to work independently as well as part of a team
* Excellent written and verbal communication skills
* Report writing skills
* Networks and keeps others informed
* Action orientated and can-do approach
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| **Other requirements** |
| Enhanced CRB that permits working with vulnerable adults and children |
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| **Main Tasks and Duties** |
| 1. Provide up to date and accurate, up-to-date advice on a wide range of disability-related welfare benefits, including PIP, Universal Credit, ESA, DLA, Attendance Allowance, and Carer’s Allowance to disabled clients face-to-face, over the telephone or by letter or email. You work will also include home visits and outreach.
2. Support clients through the full benefits process – from initial enquiries and eligibility checks to form filling, reconsiderations, and appeals.
3. Maintain a manageable caseload while delivering high-quality, person-centred advice.
4. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
5. Negotiate with third parties as appropriate.
6. Prepare for the appropriate statutory bodies, appeals, tribunals and courts as appropriate.
7. Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
8. Ensure that all work conforms to the Richmond AID Advice Manual and Advice Quality Standard (AQS) including carrying out case file reviews.
9. Keep informed of all new relevant legislation and changes in existing legislation and social policy.
10. Keep in touch with local issues, developments and changes in procedures of other agencies including the local authority.
11. Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
12. Keep accurate records of all clients seen and money awarded and maintain a database of client information and work completed.
13. Train volunteers or staff in welfare benefits issues as required by your manager.
14. Publicise the service and ensure information is kept up to date on our website, information leaflets, newsletter and other channels of communication.
15. Work in partnership with other organisations
16. Ensure the project and your service delivery is compliant with the Social Model of Disability
17. Comply with Richmond AID’s policies and procedures
18. Attend training and development as identified by you and your manger
19. Any other work commensurate with the level of this post
20. You will need to travel within LBRuT as part of this post and occasionally may need to work outside of normal office hours
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