

**Welfare Rights Specialist – Next Step Edinburgh Service**

**Job Information Pack**

This pack contains the following information:

* Job details
* Job Purpose
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* Person Specification
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**Job details**

Job title: **Welfare Rights Specialist (Next Step Edinburgh Service)**

Reporting to: Advice Services Manager – Welfare Rights

Location: Your main places of employment will be:

 CAE’s Bureaux premises at: 31-33 Pennywell Road; and

 Community Renewal offices at: 31 Bingham Ave, Edinburgh EH15 3HZ.

You may also be required to work and travel to other locations throughout Edinburgh, for which you will be reimbursed.

Salary: £27,183 per annum (**Pro-Rata**)

Benefits: Annual leave - 25 days and 10 public holidays (**Pro-Rata**)

Pension - 7% employer’s contribution

Hours: **Part time – 14 Hours Per week.** Flexible working options

Term: **Fixed Term until 31 March 2025**

**Job purpose**

Working as a Welfare Rights Specialist and part of the [Next Step Edinburgh](https://www.communityrenewal.org.uk/projects/next-step/)  Targeted Employability Service (TES), you will provide Welfare Rights Advice and support to clients, either through referral from the partner agencies or by pro-actively engaging eligible clients who present to Citizens Advice Edinburgh (CAE), or at outreach locations and promotional events.

As a Welfare Rights Specialist, you will maintain an up-to-date specialist knowledge of welfare rights advice and have experience of dealing with complex welfare rights cases, including a knowledge and understanding of the Tribunal and Appeals Process.

You will also provide holistic advice and support clients with debt management and income maximisation, including basic budgeting and negotiating with others to resolve debt and maximise their income. You will provide advice on any other issue the client may present with, providing a single point of contact and will maintain knowledge, skills and expertise to provide type II advice in all areas accredited by Scottish National Standards for Information and Advice Providers and OISC Level 1 in Immigration advice – the qualifications of a Citizens Advice General Adviser.

The TES service is expected to grow and develop to meet the needs of the community. You will work closely with the other partners and the Advice Services Manager to review and monitor demand and impact and bring new ideas and a solution focussed attitude to the service’s continuous improvement. The role will include engaging staff, volunteers, partner organisations, elected members and the public in practical training and advice workshops.

**Key deliverables:**

* Provide specialist welfare rights advice to at least 145 clients per year.
* Design and deliver workshop based practical Welfare Rights training to CAE’s staff, volunteers, external stakeholders and the public.
* Engage volunteers to assist in the delivery of the service as appropriate.
* Engage and work with internal and external stakeholders to promote the successful delivery of this project.
* Ensure that CAE collates evidence of the impact of the service and work alongside the Advice Services Manager and Chief Executive on how that should influence social policy.

**Person Specification**

Essential criteria:

Technical:

* Solid understanding of up-to-date Welfare Rights legislation and its application.
* Demonstrable experience of dealing with complex welfare rights
* A knowledge and understanding of the tribunal and appeal process and confidence to represent clients in this environment.
* Experience of designing and delivering training/coaching including using a range of learning methods such as presentation, facilitation, coaching, peer and social learning techniques.
* Ability to coach and develop others in providing welfare rights advice.
* An evidenced commitment to continuous professional development.
* Proficient in use of IT systems and Microsoft Office programs including Outlook word and Powerpoint with a willingness to learn new systems.
* Ability to provide high quality reports against project targets and outcomes.

Values and Behaviours:

* Excellent interpersonal and communication skills.
* Persuasive and diplomatic with strong influencing skills, able to adapt personal style to different situations and individuals.
* Approachable and friendly; able to build strong working relationships with a range of stakeholders, based on trust and respect.
* Ability to maintain confidentiality at all times.
* Strong stakeholder management experience
* Demonstrable commitment to the aims and principles of CAE.

Desirable Criteria:

* Educated to degree level or equivalent
* Understanding and previous experience of the political and social policy context in UK and Scottish Governments
* Experience and understanding of the voluntary sector.