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# Summary

Job Title:  **Welfare Rights Co-ordinator**

Location: **Inverness**

Responsible to: **Deputy Manager**

Salary: **Starting salary of £29,860**

Hours: **35 hours per week (jobshare/part-time considered)**

Closing Date: **30 November 2023**

Interview Date: **8 December 2023**

# About the job

At Inverness, Badenoch & Strathspey CAB we are a friendly team of over 70 employees and volunteers working across 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We are looking for a Welfare Rights Coordinator to join our team.

You will coordinate and oversee the work of the Welfare Rights Team based in Inverness and Aviemore and ensure that the team is able to provide specialist advice on welfare rights and benefits matters. You will work collaboratively with colleagues within other advice areas (e.g. Housing, Money Advice) in delivering a holistic advice-giving service for our community.

# Job description

**Key responsibilities**

* Co-ordinate the work of a small team of Welfare Rights Officers (WROs) and Administrator based in Inverness and Aviemore and support them to deliver a good quality Welfare Rights advice service. Allocate cases and conduct regular reviews of caseloads and case management
* Work with WROs, other Case Workers and volunteers to promote compliance with the Scottish National Standards for Information and Advice Providers (SNSIAP) and the Citizens Advice Scotland Quality of Advice standards. Scrutinise and provide feedback on cases to ensure standards are being met
* Provide regular feedback to staff and conduct annual performance reviews. Ensure individual training plans are recorded and training needs are met. Support the learning and development of staff and volunteers through coaching and mentoring
* Support staff in dealing with challenging and difficult situations and implement safeguarding procedures when required
* Carry caseload of welfare rights and benefits cases (MRs, appeals etc) as well as providing input to complex and challenging cases being dealt with by other staff and volunteers
* Work with the Deputy Manger to implement policies and processes to ensure the WR advice giving services follows government and legislative process and the advice giving meets the needs of clients as well as contractual and funder requirements
* Contribute to management and delivery of welfare rights/benefits projects including delivery of the outreach service
* Engage and build relationships with partner organisations and stakeholders, such as Citizens Advice Scotland, DWP and Social Security Scotland, and represent the bureau at relevant meetings
* Report regularly to Bureau Management of project outputs, outcomes and key performance indicators. Monitor overall performance of the Welfare Rights provision and contribute to reports to funders as required
* Work collaboratively with managers and other coordinators in the bureau to ensure an efficient and effective delivery of a holistic advice-giving service
* Contribute to the social policy work of the bureau and raise any policy issues with local management and through the national social policy route
* Provide supervision to the Help to Claim (Universal Credit) helpline when required

The above job description is not exhaustive and is clarified and intended to include broad duties inherent of the post.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Competency in line with welfare benefits advice service requirements including knowledge of UC, Legacy Benefits and Social Security Scotland Benefits
* Understanding and experience of non-means tested disability benefits including claiming process and challenging decision processes
* Evidenced understanding of welfare benefits casework recording requirements
* Good interpersonal skills and have a willingness to share your knowledge and experience with others
* Ability to give feedback objectively and sensitively and experience of training and coaching individuals to meet development needs
* Experience of working with a broad range of people particularly those who are vulnerable or disadvantaged and an understanding of how an advice-giving service can be delivered to meet their needs
* Good level of IT literacy (MS Office)
* Experience of writing case records and reports
* Experience of successfully working on own initiative and managing own workload
* Ability to represent the Bureau at meetings ensuring that the organizations interests are protected. Experience of building constructive partnerships with stakeholders
* Understand the issues affecting society and their implications for clients and service provision
* Flexibility and willingness to work as part of a team. Willingness to learn and develop skills in advice topics
* Ability to identify and action own training needs and to work effectively to enhance continual professional development including keeping up to date with any relevant legislation; procedures; guidance; directives and advice topics
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies

**How to apply:**

**Application deadline: Thursday 30th November 2023**

**Interview date: Friday 8th December 2023**

**An Application Pack should be downloaded directly from a link on the advertising site.**

**Please email applications to:** **admin@invernesscab.org**

For further information, please contact:

Business Support Administrator, Inverness Badenoch & Strathspey CAB, 29-31 Union Street, Inverness IV1 1QA