



Job Description

Job Title:	Welfare Rights Adviser
Department:	Money Matters
Employed by:	Saltbox
Based at:	Saltbox, Bemersley House, Gitana Street, Hanley, Stoke-on-Trent, ST1 1DY (with drop-in face-to-face sessions delivered at community venues around Stoke-on-Trent)
Salary:	£27,500-28,982 subject to experience & qualifications
Hours:	35 hours – Office-based, home working, home visits or community locations – flexibility required
Responsible to:	Money Matters Operations Manager
Contract:	Permanent position (subject to funding)
Recruitment:	This post is subject to a satisfactory DBS and reference checks and a 6-month probationary period

Purpose of the role

To provide accessible, client-centred welfare benefits advice, casework, and representation for service users identified through drop-ins at community locations, as well as direct external and internal referrals. This role requires attendance at drop-in sessions where the adviser would also need to provide light-touch income maximisation support.

Summary of Duties

- To provide a warm and supportive welcome to clients.
- To provide welfare benefits advice in line with Advice UK and NAWRA's core standards, and follow-up casework to clients through face-to-face, telephone or home visit appointments.
- To undertake training and development to ensure up-to-date knowledge of the UK welfare benefits system
- To attend both regular drop-in sessions within community locations including foodbank and community lounge venues, and one-off drop-ins as required.
- To assist in producing, maintaining and distributing appropriate information materials.
- To carry out administrative duties related to client casework, including updating the online databases, sending letters, scanning documents, organising electronic folders.
- To maintain case and statistical records for the purpose of continuity of casework, information retrieval, monitoring and reporting.



Strengthening Our Communities



- To work with the Money Matters Administration Support and volunteers, answering their queries and taking on referrals.
- To identify cases where clients need further assistance and to make appropriate internal and external referrals or provide signposting information to other relevant services.
- To liaise with project partners and other local organisations over operational matters. To attend events and forums in the City to provide information and support to clients and promote the service and network with other organisations.
- To attend appropriate training courses.
- To attend team meetings and supervision.
- To undertake such other duties as may be required by the Service Manager, Directors or Trustees



Welfare Benefits Adviser - Person Specification

Requirements		Essential	Desirable
Skills/ Knowledge/ Experience	Able to demonstrate good, empathetic person skills	√	
	Experience in welfare benefits advice (paid or unpaid)	√	
	In-depth current knowledge of the benefits system	√	
	Proven experience in working with people from diverse backgrounds and a wide range of complex issues	√	
	Experience of working in partnership with other organisations		√
	Excellent written and oral communication skills, with the ability to use both to communicate with a wide range of audiences and individuals. Good attention to detail.	√	
	Experience of maintaining information, evaluation reports and working to targets	√	
	Numerically literate	√	
	IT Literate, proficient with MS Office and database entry	√	
Personal Qualities	Self-motivated and able to work under pressure, on your own initiative as well as within a team	√	
	Ability to motivate others, inspire change and encourage and facilitate participation and engagement	√	
	Open to new ideas and developing the team	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to drive with own transport	√	



Other Information:

Saltbox:

Saltbox is an organisation with Christian values and principles, which was founded in 1983. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox, however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

Values:

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

Saltbox's Guiding Principles:

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times