



Island Advice Centre
Welfare Rights Supervisor

Post:	Welfare Right Supervisor
Salary:	So2 (£40,00 to £41,650 pa pro rata)
Hours:	21 hours per week
Responsible to:	Advice Service Manager
Responsible for:	Welfare Right Caseworker and Welfare right clinic Volunteers

About Island Advice Centre

We are an independent advice centre whose mission is to alleviate local residents poverty through the provision of welfare rights advice

Our team is committed to address inequalities by supporting local residents accessing their rights in regard to housing, social welfare benefit and money advice

About the Role

Our Welfare right supervisor will be the main person responsible for the delivery and quality of welfare right advice within the organisation.

You will work with the welfare right caseworker and volunteers to ensure clients access their rights through the provision of benefit advice.

You will have the opportunity to carry out some limited complex casework while developing the skills of the welfare rights casework and dedicated volunteers through supervision and training.

About You

Our ideal candidate has experience supporting people who may be vulnerable, in distress or in crisis, with practical long-term solutions in areas of welfare rights and keen on sharing knowledge and developing skills of others

You'll be empathic and understand the complexities of client need. You'll be able to work calmly and productively under pressure, keeping to deadlines, and demonstrating good decision-making skills, with a willingness to develop the knowledge of your team

What We Offer

Our benefits include:

- 28 days holiday, plus statutory bank holidays
- 8% employer contribution to pension scheme
- IMA membership
- Training and development opportunity



Job Description - Duties

Welfare Right Advice Provision

1. To supervise the work of Welfare Rights advisers and volunteers with reference to complex cases and 2nd tier Tribunal cases
2. To facilitate and supervise a weekly welfare right clinic delivered by a minimum of 2 volunteers and/or Law students in delivering WR advice including application to disability benefit, mandatory reconsideration, appeals and other welfare enquiry
3. To take on complex casework including upper tribunal appeals
4. Responsible to ensure incoming referrals for welfare right casework are allocated and dealt with in an efficient and prompt manner
5. Responsible to ensure outbound referrals to other services (either internally or externally) are identified and made effectively
6. Responsible to ensure appropriate records on welfare right casework is maintained to high standard of accuracy
7. To be responsible for own administration, case recording and case management using AdvicePro.

Welfare Right Quality & Project Delivery Supervision

1. To carry out quarterly internal file reviews and feedback sessions for the Welfare right team
2. To carry out annual appraisal of the welfare right caseworker
3. To assist with evaluation and monitoring of the project – providing reports and written case studies as required
4. To monitor outcomes of cases and ensure welfare right cases are recorded on Advice pro appropriately
5. To maintain high standards of quality and accuracy in WR advice and to report on the quality standards to the Advice Service manager and Centre Manager as required
6. To organise sub team meeting in relation to welfare right advice casework provision as and when required
7. To attend staff meetings and discuss progress of projects and Welfare rights service delivery
8. To demonstrate a commitment to equal opportunities in delivery of Island Advice services

Welfare Right Advice capacity building and development

9. To deliver external training to other advice and non-advice agencies as required including Learning to Advice modules in relation to welfare benefits.
10. To support the development of other front-line providers in the delivery of welfare right advice via the provision of 2nd tier support and file reviews as and when required
11. To deliver in house training to advice volunteers and staff at IAC when need identified
12. To attend wider forums and develop links with other WR advice projects, advice agencies and other organisations including attendance at Tower Hamlets WR Advisers Forum
13. Monitor trend and demand to identify and report social policy issues to relevant organisations



Personal Specification

Essential

1. At least two years full-time experience of welfare rights casework to appeal and Upper Tribunal level
2. A thorough knowledge of welfare rights entitlement including submitting cases for appeal.
3. Experience in representing client at tribunals
3. Experience of supervising other staff/volunteers in WR advice
4. Experience in carry out file reviews
6. Ability to work with minimal supervision
7. Ability to manage own caseload and maintain accurate case to AQS standard record
8. Knowledge of a range of other advice issues including debt and housing and ability to check information and identify where it is appropriate to refer for casework/specialist help
8. A commitment to applying Equal Opportunities issues in the workplace.
9. A high standard of literacy and numeracy

Desirable

1. Locally relevant second language.
2. Knowledge of Tower Hamlets local authority departments and policies (complaints, allocations, rent, etc)
3. Having NVQ assessor qualification or willingness to become an NVQs assessor within the year
4. To be flexible with working hours.