

**North Bristol Advice Centre
2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA
Tel: 0117 9515751
www.northbristoladvice.org.uk**

Job Title:	Welfare Benefits Advice Caseworker
Responsible to:	Welfare Benefits Team Leader
Grade & Salary:	£27,968 - £29,865, dependant on experience (+ 4% employer contribution to pension scheme – after qualifying period) £24,209 pro rata, starter salary for trainee
Contract Term:	Permanent
Working Hours:	35 hours per week
Place of Work:	Hybrid/NBAC Office, plus outreach locations in North Bristol and South Gloucestershire.
Probationary Period:	Three months

North Bristol Advice Centre (NBAC), is an independent charity that has been delivering advice and community services across North Bristol and South Gloucestershire since 1984. Our aim is to promote social justice and combat poverty by providing free and independent welfare benefits and debt advice to over 1800 people each year.

NBAC is a values-based organisation with the needs of our clients and local communities at the heart of everything we do. We have a solid reputation for high quality, expert advice delivered in a holistic, person-centred way, and a strong track record of innovation and partnership working. A commitment to equality, diversity and inclusion is central to NBAC's ethos.

We are seeking an experienced welfare benefits advice caseworker for this post. However, we are willing to offer a trainee position to the right candidate who has transferrable skills.

Main Purpose of Job

To deliver specialist welfare benefits advice and casework services at locations in North Bristol (including NBAC'S main office) and South Gloucestershire.

To contribute to NBAC's wider mission of providing services that support and strengthen the health and wellbeing of the communities we serve.

Responsibilities

- 1 To deliver specialist* welfare benefits advice and casework services at outreach locations in north Bristol and South Gloucestershire by means of face-to-face and telephone appointments.

- 2 Effectively assist clients to maximise benefit income, complete disability benefit forms, and challenge unfavourable decisions.
- 3 Prepare cases to go before the social security tribunal and represent clients at tribunal hearings.
- 4 Maintain accurate case records in our dedicated case management system.
- 5 Prepare for and attend supervision, team and management meetings as appropriate.
- 6 Provide case studies and feed into NBAC's wide social policy work.
- 7 To work at all times within NBAC's policies and procedures as detailed in the NBAC' Staff Handbook and Office Manual.
- 8 To undertake other reasonable tasks as required to ensure compliance with funding agreements/contracts and to assist in the running of the service.
- 9 To ensure that the Equality and Diversity policy of NBAC is implemented in all aspects of the work of the post holder.

Professional Development

- 10 Keep up to date with legislation, case law, and policy development relating to social security law and undertake appropriate training as directed by the Welfare Benefits Team Leader.

**Specialist welfare benefits advice - in accordance with agreed Quality Mark standards for welfare benefits advice.*

Welfare Benefits Advice Caseworker - Person Specification

The post-holder is required to be self-motivated with strong communication skills, able to work as part of a team and prioritize their own workload.

We are willing to offer a trainee position to the right candidate who has transferable skills.

Skills & Abilities		Essential	Desirable
Education, Vocational Training & Qualifications	<ul style="list-style-type: none"> • Degree or equivalent relevant qualification, or substantial training and experience in relevant role • GCSE in English and Maths or equivalent • Be conversant with all relevant legislation, regulations and case law • Evidence of continuing professional development and training • Up to date knowledge of the main welfare benefits, particularly Universal Credit • Up to date knowledge of debt law and procedures 	<p align="center">X</p> <p align="center">X</p> <p align="center">X</p> <p align="center">X</p> <p align="center">X</p>	<p align="center">X</p>
Experience	<ul style="list-style-type: none"> • Experience of providing specialist welfare benefits casework including Tribunal representation • Proven experience of working under pressure and achieving individual targets against contract demands • Experience of using electronic case management systems • Experience of using the Advice-Pro software system 	<p align="center">X</p> <p align="center">X</p> <p align="center">X</p>	<p align="center">X</p>
Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of the voluntary sector • Understanding of the advice environment • Relevant knowledge of national policy and programmes relating to welfare benefits advice and reform • Understanding of the needs of service users in a disadvantaged area 	<p align="center">X</p> <p align="center">X</p> <p align="center">X</p>	<p align="center">X</p>

Technical Skills & Abilities	<ul style="list-style-type: none"> • Proficient using MS365 operating system including, Word, Outlook and Excel. • Effective communication skills (oral & written) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence. • Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service. • Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures. 	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	
Interpersonal skills, motivation and commitment	<ul style="list-style-type: none"> • Ability to liaise effectively and positively with a wide range of individuals and organisations • Able to work on own initiative, prioritising and managing own workload and time to meet targets and deadlines • Ability to work effectively as part of a team • A flexible approach to work • A commitment to work within NBAC's Equality and Diversity Policy 	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	
Travel	<ul style="list-style-type: none"> • Access to transport and a willingness to travel locally as required. 	<p style="text-align: center;">X</p>	