

## **JOB DESCRIPTION**

**Job Title:** Welfare Benefits Advice Worker  
**Responsible to:** General Manager  
**Location:** Based at The Friary Advice Centre, 34 Musters Road, West Bridgford  
**Hours:** 37.5 per week. Exact working hours are subject to negotiation  
**Salary:** £20,000 p.a.

### **Job Purpose:**

To provide advice, casework and representation services to local people in relation to welfare rights.

### **Key Duties:**

#### Service Delivery and Quality

- Provide benefits advice and casework
- Maintain case records for the purpose of continuity of casework, information retrieval, monitoring and reporting
- Delivery of high quality advice to Friary service users
- Implement adherence to the health & safety, information assurance, safeguarding policies and all other policies relevant to service delivery
- Support delivery of new services working with Management and colleagues to develop initiatives to advance our mission, vision and purpose.
- To liaise the Data Assistant to ensure the effective delivery of the Friary's Monitoring and Evaluation Framework

#### Learning & Development

- Implement learning pathways for individual members of the Friary team
- Record training and learning activities

#### Other Duties/ Responsibilities

- Advise Chief Executive on resource and other issues affecting the delivery of the service
- Attend board meetings or management team meetings as required
- Carry out any other duties as may reasonably be required of the role

#### Team Ethic

- A team player with a proven track record of working in a positive and productive working environment.

**Skills and Experience:**

- A strong knowledge of welfare benefits, housing and debt related issues within an advice context and a proven ability to deliver high quality advice.
- Proven ability to communicate effectively verbally and in writing and use IT systems for the provision of advice services.
- Proven ability to create a positive working environment in which equality and diversity are well managed and dignity at work is upheld.
- Proven ability to monitor and maintain casework systems and procedures, to monitor service delivery against agreed targets and analyse and interpret complex information to produce and present reports verbally and in writing.
- Ability to prioritise and make effect use of time