

Senior Welfare Rights Advisor

Salary Range: £43,004 - £49,131

Grade: Level 4 Zone 1

Location: 5 Pancras Square N1C 4AG

Reports to: Debt Prevention Programme Manager



Purpose of the role

Ensure that the team meets income maximisation targets, helping as many residents as possible to access all the benefits they are entitled to.

About the role

The Senior Welfare Rights Adviser role is a **key role within Money Advice Camden**. A significant proportion of residents we support will need help claiming the benefits they're entitled to.

You will provide **trusted and high-quality welfare rights advice to residents**. You will carry out a range of activities to ensure **complex or sensitive cases** are appropriately managed, assist with benefit checks and better off calculations, reviews of claims, and lodge and represent at appeals. You will also support the Welfare Rights Advisors in your team to work **collaboratively and efficiently, building their skills and supporting them** in their work.

You will also maximise your impact through supporting other frontline staff across Money Advice Camden and colleagues and partners, by **organising and delivering training, seminars and talks on welfare benefits and upskilling colleagues**.

You will embody **keeping the customer at the heart of service provision** whilst building relationships working closely with Money Advice Camden colleagues.

You'll work with your manager and colleagues to **continually reflect on impact of our approaches** and propose new approaches where needed.

You will support your team to **recognise when their clients may need further support from the other advice teams**; and support them to make quality referrals to this team.

You'll pick up **complaints and Members' Enquiries**, ensuring these are answered promptly and learnings are adopted.

You'll be part of a team that **works in the open: regularly presenting at "show and tell" meetings** and supporting your team to do the same, so that colleagues across the Council understand our work and we're continuously building partnerships.

You'll work with colleagues to **continuously improve our service** – taking feedback from clients, staff, partners and making appropriate changes.

This role will make an immediate difference for some of the most vulnerable members of our community.

About you

You have

- **Significant recent experience and working knowledge as a welfare rights adviser**, advising clients, undertaking casework, conducting negotiation on a broad range of benefit issues including: means tested and non means tested benefits, welfare reform and related legislation, policy and administration
- Ability to **advocate for clients to the DWP and in tribunals**
- Strong **analytical and numeracy skills** to enable assessment of entitlement to benefits, undertake better off calculations, and to make decisions awarding grants/money to people
- **Trained by a known professional welfare rights organisation** e.g. Advice UK, CPA, Shelter, CAB, Rightsnet/LASA and / or IMA.
- Experience **managing or supervising other advisors**, capable of motivating and developing a new team
- Demonstrates a **high level of ambition to build a service operating with empathy** as well as a desire to support vulnerable or disadvantaged people
- Combination of **strategic and operational delivery skills**: the ability to implement operational change in response to strategic direction
- A good **understanding of the support available in our communities**, including both statutory and VCS provision. Existing relationships with Voluntary sector groups in Camden is desirable
- Excellent **communication skills**, able to negotiate and influence stakeholders at a senior level both internally and externally, building strong and lasting relationships
- A good **understanding of digital products**, able to help us shape case management tools to better serve our needs
- An ability to make **robust decisions under pressure**.
- The ability to lead in **sensitive situations**, demonstrating a high level of empathy and with a strong ethical approach

Other important information...

People management

This role will have direct line management of a team of at least 3 staff.

Work environment

This role will be based in our lovely 5 Pancras Square Offices. Staff in our team will be expected to be present in the office or a community location for a minimum of 2 days a week.

Who you will be working with

You'll be joining a wonderful team of welfare advisors, debt advisors and financial support co-ordinators. You'll be reporting to the debt prevention programme manager.

The application process

We know applying to jobs can be intimidating, time-consuming and stressful. We know that often those with all the skills to be brilliant don't apply, or aren't given the chance to demonstrate their full potential. To take some of the stress out of the application process, we're taking some steps outlined on our [recruitment website](#).

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

