

Job Profile

Job Title: Senior Welfare Rights Adviser
Job Grade: Level 4 Zone 1
Salary Range: £44,579 - £50,706

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Working within Adult Social Care, the Welfare Rights team support people who, due to their physical and mental health, experience difficulties in claiming benefits or challenging incorrect benefit decisions. The team carry out a lot of home visits as people are often unable to travel to the office or an alternative community setting. We see the difference it makes when people have the support they need to claim what they are entitled to and are helped to feel more financially secure.

About the role

To support and assist people and their carers to live independently and promote well-being by enabling them to be able to pay for services and care options that meet their needs to have a secure, safe environment e.g. help to pay for assisted technology, personal assistants, housing costs. This role provides second-tier support to colleagues working across the Council as well as providing a trusted service to people who draw on our services.

The Senior Welfare Rights Adviser will embody keeping the customer at the heart of service provision - challenging and changing practice to ensure we deliver the best outcomes for people. Flexibility to adapt and make informed, creative and robust decisions in challenging situations to obtain the best outcomes for people and the borough is crucial in delivering this role. This involves relationship building and problem solving for people using our services and for colleagues, by challenging existing processes, systems and barriers through continual learning and analysis of trends.

Outcomes or objectives that this role will deliver:

Provide accurate specialist advice to people who draw on our services on all aspects of welfare rights within appropriate timescales. This includes;

- Undertaking benefit checks and advising on appropriate entitlements, assessing entitlement to benefits and making decisions awarding grants/money for people in crisis where appropriate.
- Undertake 'better off' calculations to support people into work.
- In-depth casework and assisting with reviews of claims.
- Negotiating by letter, telephone and or in person with relevant agencies - government departments; HM Courts and Tribunal Service and challenging decisions with relevant bodies, such as Department for Work and Pensions; HM Revenue and Customs.
- Analysing legislation and researching case law to draft submissions and lodge appeals, working within legal deadlines to gather and prepare evidence to support appeal cases and advocate on behalf of clients in court and tribunals.
- Use the Department of Work and Pensions Complaints procedure to take cases to the Independent Case Examiner where appeal is not appropriate.
- Maintain up to date knowledge of changes and developments (for example to legislation, local/national policy and practice) and make recommendations for change to support service delivery compliance.

- Share expert knowledge through the development of training programmes and delivery of training, seminars and talks on the full range of benefits and other financial support.
- Provide support to colleagues across the Council, ensuring they are equipped to provide accurate, up to date advice about welfare benefits, money management and financial inclusion matters.
- Maintain accurate recording and monitoring of statistical information.
- Identify cases/issues where further policy work needs to be undertaken and participate in projects to deal with local issues.
- Feed into a holistic approach to the delivery of services, thinking strategically, reviewing working practises and working flexibly across the organisation.

About you:

- Previous experience gained via a recognised welfare rights organisation. E.g. Advice UK, Child Poverty Action Group, Shelter, Citizens Advice, Rightsnet (previously known as LASA) or other recognised professional freelance trainers.
- Knowledge and understanding of current legislation and processes relating to welfare rights.
- Experience of social security law in areas including means tested and non-means tested benefits such as disability related benefits, housing benefit, tax credits, universal credit, welfare reform and related legislation, policy and administration.
- Significant recent experience as an adviser working directly with people and carers; undertaking casework and advocacy on a broad range of benefit issues including securing and preparing evidence for reviews and tribunals.
- Able to advocate on behalf of people/carers with the Department of Work and Pensions and tribunals across a broad spectrum of benefits to a specialist level, or the ability to do so.
- Good understanding of money management, managing income and bills (financial inclusion) and ability to provide guidance and advice in relation to debt and budgeting.
- Ability to integrate money management and financial inclusion with welfare rights advice and processes.
- Knowledge of social policy issues and welfare reform change affecting local communities.
- Take a flexible approach according to individual needs and encourage residents to make their own decisions and reach their own solutions.
- Experience of researching, developing and delivering seminars, talks and training to a variety of audiences.
- Excellent communication skills at all levels, both oral (telephone) face to face, and written, drafting letters/emails, filling out forms etc.
- Good organisational skills, with the ability to manage conflicting priorities and a busy and demanding workload within a pressurised and deadline driven environment.
- Able to work independently with minimal supervision.
- Strong numeracy and analytical skills to enable assessment of entitlement to benefits and checks, make decisions awarding grants/money and understand statistical data and information
- Proficient in the use of IT systems in the provision and recording of advice, following advice quality procedures and data security.
- Ability to use initiative to meet service demands creatively and innovatively to explore possibilities for improvement and more effective delivery.
- Ability to develop skills, knowledge and expertise in one or more areas related to health and support, for example community care legislation, tenancy law, and helping to resolving disputes.

Work Environment:

Agile working. The role is based in Camden's 5 Pancras Square Offices. The post holder will be expected to work proactively across our neighbourhoods involving a significant percentage of home visits to people as well as in our offices and community centres. There may be times when you will work out of other

offices such as Charlie Ratchford Court or other locations in Camden, including voluntary and community sector organisations to attend meetings or outreach sessions as required. A balance between these sites and working from home is required – with the expectation to be working in Camden more than outside of Camden in any given week. A willingness to work outside normal hours as required.

People Management Responsibilities:

There are no management responsibilities.

Relationships:

To build and maintain close working relationships with a range of internal and external services to support people and carers who draw on our services, resolve problems, and sustain service delivery. Identify patterns in barriers and obstacles and address these by working collaboratively with colleagues. Responding to changes in demand; moving location to achieve a seamless response

Internal: To work closely with colleagues in the Welfare Rights team, social care practitioners within Neighbourhoods and other Adult Social Care teams and colleagues across the Council (including Personal Finance Team, Awards and Contributions, Safeguarding, Housing and Camden Safety Net) to meet customer demands effectively. To advise and support staff, delivering training, explaining regulations and recommending possible courses of action. Working with senior officers and elected members as required.

External – to build effective working partnerships with residents, their family members or carers and with organisations across the borough and beyond. Work effectively with the commissioned support contracts for Camden Care Choices, the Adult Social Care Practice Guide and WISH Plus.

External Bodies – to work closely with the Integrated Care Board, other regulatory bodies and Voluntary Community Sector.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG.

Structure Chart

