

Job Profile Information: Welfare Rights Adviser

This supplementary information for Welfare Rights Adviser for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care at Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

We are seeking a Welfare Rights Adviser to provide specialist advice, information and casework management service to vulnerable Camden residents.

Example outcomes or objectives that this role will deliver:

Within the role the successful postholder will increase benefit income for elderly, sick and disabled people by helping them to claim social security benefits, tax credits, grants and representation at tribunal. This may help them with any costs that relate to their disability. You will also be required to help them to engage with appropriate support services within Camden.

People Management Responsibilities:

None

Relationships:

- The post holder will be expected to develop good working relationships with social care and Council colleagues plus external organisations in the health and voluntary sector.
- The post holder will be expected to display sound professional judgement and work collaboratively across the service to provide advice and support to colleagues.
- The post holder will need to understand the role of other services in supporting service users.

Work Environment:

The post holder will be expected to:

- Work flexibly across the service responding to changes in demand and to move location in order to achieve a seamless response
- Manage and maintain a constantly varying workload, handling changing or conflicting priorities as a result

- To advise and support colleagues working with service users with complex and challenging needs
- Work will involve regular visits to service users' in their own homes across the borough

Technical Knowledge and Experience:

- Training received from a known Independent Welfare Rights Trainer or welfare rights organisation
- Good Knowledge and understanding of social security law and other related legislation
- Welfare rights experience and assisting in helping clients claim the full range of benefits / carry out benefit checks
- Ability to represent clients at a social security tribunal settings, including paper or oral hearing
- Good organisational Skills and the ability to work independently, able to prioritise work as appropriate and manage busy and demanding workload under pressure
- Excellent communication skills at all levels, both oral (telephone) face-to-face, written, drafting letters, filling out forms and email.
- Experience of working with a range of computer packages

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- **Deliver for the people of Camden**
Takes time to listen and understand what our customers' needs are so that they can provide the best solution
Follows through on customer enquiries and feedback even when they are beyond their service area
- **Work as one team**
Puts forward different perspective and fresh ideas, changes approach to suit teams ways of working
Actively seeks out ideas from others to develop the best solution
- **Take pride in getting it right**
Is thorough, reliable and transparent in their approach
Focusses on data quality and makes sure information is accessible to others and shared safely
- **Find better ways**
Has a can-do attitude and is willing to give things a go
Owns and regularly reviews their own learning needs
- **Take personal responsibility**
Takes decisions confidently within the everyday conditions of their role
Acts with confidence within their role and communicates clearly to others

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Structure Chart

