

Job Profile Information: Welfare Rights Adviser (Casework) Level 1 and 2

This supplementary information for Welfare Rights Adviser (Casework) Level 1 and 2 for Job 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:

To provide a specialist advice, information and case management service to low income Camden residents regarding entitlement to social security benefits, tax credits and grants, providing advocacy and support up to and including third level commissioner appeals.

Example outcomes or objectives that this role will deliver:

- To increase the level of awareness, knowledge and take up of benefits for Camden residents.
- To enable Camden residents to maximize and maintain their income and improve their management of household income and general money difficulties including debt.
- To undertake specialist welfare rights casework including representing clients at reviews, tribunals and other hearings up the third level commissioner appeals.
- Responsibility for the follow up casework and signpost to specialised agencies where appropriate.
- Able to develop and maintain computer based management information systems as necessary in order to monitor work and progress.
- To organise advice sessions at different community venues and provide talks and presentations to community groups to encourage take-up of benefits and increase awareness of benefit regulation changes and entitlement rules.

People Management Responsibilities:

No supervisory or management responsibility

Relationships;

- Develop effective referral networks between community and voluntary groups and the council so that clients have improved access to advice services.
- Liaise with national government bodies such as DWP and HMRC on behalf of individual clients in regard to policy and practice issues.
- Build good working relationships with other team members within the Children, Schools and Families Directorate such as Family Support and Employability.

Work Environment:

Office based appointments across the five Camden localities in the relevant Children Centres. A requirement to make home visits and attend other offices and venues, across Camden as and when needed by clients, following discussion with line management.

Technical Knowledge and Experience:

Essential:

- Proven knowledge of current social security, tax Credits housing benefit and related legislation, policy and administration.
- Awareness of and sensitivity to the needs of socially excluded groups and people living in poverty.
- Awareness of the importance of maintaining confidentiality of client data
- Excellent communication skills at all levels - both oral (telephone, face to face, presentation skills e.g. talks) and written (designing and drafting letters, filling out forms etc).
- Proven ability to manage varied and complex caseloads and to monitor outcomes within a quality assurance framework.
- Ability to diagnose and handle complex matters relating to casework.
- Proven ability to prioritise work and meet deadlines.
- Ability to undertake complex benefits calculations.
- Proven ability to use information technology and willingness to develop computer based information.
- Commitment to and ability to apply the Council's equality policy relating to age, gender, ethnicity, disability, sexual orientation and faith.
- The ability to advocate on behalf of clients at tribunals and other hearings up to commissioners level
- The ability to produce performance & other information for progress reports, leaflets, information sheets etc
- Ability to develop and maintain comprehensive knowledge of relevant legislation and develop specialist areas of expertise in related fields
- Minimum 12 months experience of welfare right casework and benefits practice within a statutory or voluntary sector setting
- Experience of dealing with welfare rights issues and delivering an advice service to hard to reach communities.
- Experience of liaising/working with external organisations and bodies.
- Experience of using a range of computer packages
- Minimum 2 years' experience of welfare rights casework and benefits practice, including tribunal representation.

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
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility