

## **Job Profile Information: IEYS Welfare Rights Adviser**

**This supplementary information for Welfare Rights Adviser is for guidance 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 ensure children from pregnancy to age 5 years achieve the best start in life, by providing expert welfare rights advice and benefits assistance to their families. Enabling families with young children to avoid poverty, to be financially secure and claim the benefits and financial assistance to help them during pregnancy and when their children are young.

The role will ensure that the child and family are at the heart of service provision – challenging, and ultimately changing where required, the root causes of child and family poverty in the borough. The role requires flexibility to adapt and make informed, creative and robust decisions in challenging situations to obtain the best outcomes for our families, and the borough, is crucial in delivering this role. This role involves relationship building and problem solving for colleagues and our families across a range of functions; challenging existing processes, systems and barriers through continual learning and gathering of evidence relating to trends.

This role provides both a second tier support to colleagues, working across the council as well as providing a service to our residents, to:

- Provide a high quality welfare rights advice service to Camden mums, dads and carers with children, from pregnancy to age 5 years
- Undertake specialist welfare benefits advice and provide a casework service
- Manage complex or sensitive cases, and assist with reviews of claims, lodge appeals, prepare evidence and submissions and represent /advocate on behalf of clients at Social Security Appeal Tribunals including to the Upper Tribunal and other hearings; and support families to maintain their households;

- Use the Department for Work and Pensions complaints procedure to provide support to take cases to the Independent Case Examiner where appeal is not appropriate;
- Take a designated role in working within children's centre multi-agency teams and team around the family and other services to improve outcomes that are in the best interest of the child and family;
- Contribute to council wide discussions and groups, bringing expertise and insight to develop local approaches and adapt support for families within national legislation requirements, promoting financial inclusion.
- Assist parents to set up bank accounts where an account is necessary to receive benefit payments or pay for services;
- IT literate with the ability to utilise new technology to enhance performance, identify changes and other monitoring processes;

**Example outcomes or objectives that this role will deliver:**

- Work collaboratively with colleagues providing welfare rights advice to the team; and with colleagues across the council to resolve customer demands;
- To provide detailed advice and support to staff in the resolution of complex issues and problems, being a support when needed to resolve customer issues in partnership with other officers, services and organisations. For example, providing advice on making claims for benefits, resolving problems when benefits stop, advising on how immigration issues interact with benefit legislation and procedures, carrying out complex financial calculations; and preparing for and attending tribunals and assisting with childcare support claims and money management, as appropriate;
- Keeping abreast of changes and developments (for example legislation, local/national policy and practice), and share these with colleagues to ensure changes and their potential implications for support and advice are understood and integrated into service development.
- Ensure accurate advice is provided to service users within appropriate timescales; carrying out specialist advice to parents on all aspects of welfare rights advice, for example:
  - Assist with reviews of claims, and lodge appeals, on behalf of clients, prepare appeal cases, for example gather evidence such as medical reports, analyse legislation and research case law to draft submissions challenging Department of Work and Pensions decisions and other relevant bodies decisions i.e. HM Revenues & Customs
  - Advocate on behalf of clients in person and in writing to the First-tier Social Security Tribunal, including up to the Upper Tribunal and other hearings where appropriate.
- Liaise with appropriate statutory bodies, tribunals and courts as required;
  - Undertake in-depth casework and negotiation by letter, telephone or in person, with all the agencies that affect the client requiring welfare benefits advice, e.g. government departments, her Majesty Courts and Tribunal Service etc.

- Assist with identifying entitlement to benefits, completing forms, advocating on behalf of clients by letter, telephone or in person, with all the agencies that affect the client requiring benefits and money advice, e.g., Department for Works and Pensions government departments, tribunals, charities, health professionals etc.
- Advising on maximising income and minimising expenditure and financial inclusion
- Record and monitor statistical information on key areas agreed by management
- Identify cases/issues where policy work needs to be undertaken and participate in projects to deal with local issues.
- Support families to financially maintain their homes, remain in work and refer to services for support to find work and achieve financial stability and independence

**People Management Responsibilities:** N/A

**Relationships;**

- Work closely with colleagues and build close working partnerships within the Integrated Early Years Service teams, Early Help and Children's Services and Social Work teams, with officers within the neighbourhood housing teams, senior officers to meet customer demands effectively;
- Work closely with colleagues in other services to resolve problems, and work with partners in other sectors e.g. midwifery, health visiting, schools, voluntary sector partner agencies, Mosaic, Camden Carers;
- To liaise, advocate and negotiate with statutory bodies such as the Department of Work and Pensions, Her Majesty Courts & Tribunals Service, Inland Revenue, welfare rights and debt related organisations;
- To work directly with parents or carers including those with disabilities and complex needs

**Work Environment:**

The post holder is expected to:

- Provide office based appointments across the five Camden Localities in children's centres, to ensure support is accessible
- A requirement to make home visits and attend other offices and community venues as and when needed by clients, following discussion with line manager ,
- Work with a range of internal and external services to advise and support staff both within the IEYS multi-agency teams and with partner agencies, for example explaining regulations and recommending possible courses of action and liaise with local Department of Work and Pensions, Inland Revenue and other agencies on policy and practice issues.

- Manage and maintain a constantly varying workload, handling changing or conflicting priorities as the result of constant change

### **Technical Knowledge and Experience:**

#### **Knowledge:**

- Trained by a known professional welfare rights organisation or recognised Freelance Trainers that have worked for known organisations . E.g. Advice UK, CPAG, Shelter, CAB, Rightsnet/London Advice Service Alliance and those with a legal background.
- Working knowledge and technical understanding of current legislation and processes relating to welfare rights advice
- Recent knowledge of Social Security law in areas including: means tested and non-means tested benefits such as family benefits, disability related benefits, housing benefit, tax credits, universal credit, childcare costs, welfare reform and related legislation, policy and administration;
- Knowledge of money management, financial inclusion and childcare funding and how this can be integrated into welfare rights advice processes;
- Knowledge of the types of social policy issues facing the local community and welfare reform changes;
- Understanding of safeguarding and child protection policy and procedure, prevention and early intervention and the First 1001 days.
- Awareness of the importance of maintaining confidentiality of client data

#### **Experience:**

- Minimum 12 months experience of Welfare rights casework and benefits practice within statutory or voluntary sector setting .
- Significant experience as an adviser with direct involvement in advising clients, including parents with young children, and undertaking casework and advocacy on a broad range of benefit issues including securing and preparing evidence for reviews and tribunals;
- Experience of undertaking benefit checks, conducting “ better off” calculations for parents considering or entering work, and advising on appropriate entitlements;
- Experience of advocating on behalf of clients with the Department of Work and Pensions and tribunals across broad a spectrum of benefits to a specialist level or the ability to do so; and working to legal deadlines;
- Experience of working within a team environment, and supporting colleagues;
- Experience of working in a fast paced environment;

**Skills:**

- Excellent communication skills at all levels, both oral (telephone and face to face) and written
- Good organisational skills and the ability to work independently, able to prioritise work and resolve conflicting priorities within a pressurised environment;
- Ability to work in a multi-agency environment, demonstrating flexibility, taking a solution focused approach and delivering high quality customer service.
- Ability to advocate for clients in Court and tribunals (this involves analysing complex legislation and preparing legal submissions);
- Strong analytical skills to enable assessment of entitlement to benefits
- Numeracy skills to understand statistics and provide financial benefit calculations and checks,
- Proficient in the use of IT systems to complete case recording in line with record keeping procedures and data security
- Ability to develop skills, knowledge and expertise in one or more areas such as e.g. maternity benefits, immigration issues relating to benefits, childcare funding relating to benefits, tenancy law, and resolving disputes;

**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

For further information on the Camden Way please select the attached [HERE](#)

# Chart Structure

