**Job Capsule Supplementary Information: Welfare Rights Adviser**

**Job grade: Level 4 Zone 2**

**Salary: £41,952 - £48,663**

**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.**

**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.

**About the role:**

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 clients by helping them to claim social security benefits, tax credits, grants and representation at tribunal and help sustain the tenancies of vulnerable council tenants by assisting them to engage with appropriate support services within Camden.

**People Management Responsibilities:**

*N/A*

**Relationships;**

The post holder will be expected to develop good working relationships with colleagues in housing, 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

**About you**

* 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 and appeal to Upper Tribunal
* 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

**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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) 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 – please insert or attach an up to date structure chart showing this role**

**STRUCTURE**