

## **Job Profile: Senior Welfare Rights Adviser**

**Job Title: Senior Welfare Rights Adviser**

**Job Grade: Level 4, Zone 1**

**Salary Range: £37,638 - £43,659**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. 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.

Camden is investing in employment support to ensure that residents can access good work that enables them to live secure, sustainable and happy lives. Through Good Work Camden, we're designing and delivering Job Hubs that provide accessible and relational employment support, testing innovative approaches to supporting residents, investing in our employment and skills partners; and giving businesses the support they need to enhance their recruitment practices. It's an exciting time to join this work in Camden!

Good Work Camden are working closely with the Landlord Services Welfare Rights Team; the team provides benefits and debt advice to residents and to the staff from across the council. As a Welfare Rights team member you will work closely with your peers and the Good Work Camden team, supporting the work done by job hub advisers to help people back into work. The Camden Plan says *"we will fight inequality and the barriers it creates by working with individuals, families and communities to open up the opportunities they need to get on in life."* Both teams contribute to this aim by helping residents to become more financially resilient. The work and extra income the team generates for individuals helps them to be financially resilient and sustain employment, and this helps make communities stronger.

### **About the role**

The Senior Welfare Rights Adviser role is a key role within Good Work Camden. A significant proportion of residents that access support through our Job Hubs seek support with their financial situation and benefits. This role will help us pilot the impact of benefits advice to help people enter and sustain good quality work and be financially resilient. The role will provide a trusted and high quality welfare rights advice and casework service to residents seeking employment support. The Adviser will carry out a range of activities to ensure complex or sensitive cases are appropriately managed, assist with benefit checks and better off calculations, reviews of claims, and lodge and represent at appeals. The role also maximises its impact through supporting other frontline teams across Good Work Camden and the Job Hubs, by organising and delivering training, seminars and talks on welfare benefits and upskilling colleagues. The role will embody keeping the customer at the heart of service provision whilst building relationships working closely with Good Work Camden colleagues.

### **About You:**

To be successful in this role, you will need to demonstrate you meet the following criteria:

1. Significant recent experience and working knowledge as a welfare rights adviser, advising clients, undertaking casework, conducting negotiation on a broad range of benefit issues including: means tested and non means tested benefits, welfare reform and related legislation, policy and administration
2. Ability to advocate for clients to the DWP and in tribunals
3. Strong Analytical and numeracy skills to enable assessment of entitlement to benefits, undertake better off calculations, and to make decisions awarding grants/money to people
4. Trained by a known professional welfare rights organisation e.g. Advice UK, CPA, Shelter, CAB, Rightsnet/LASA and / or IMA.

5. Experience of, or an ability to share knowledge, skills and experience with colleagues and service users in a range of settings for example, via delivering seminars, talks and training
6. An understanding of money management in relation to managing income and bills (financial inclusion) and to ensure clients can access the help they need
7. Good organisational skills and the ability to work independently, be able to prioritise work and conflicting priorities and deadlines as appropriate and manage busy and demanding workload within a pressurised environment
8. Excellent communication skills at all levels working with customers and colleagues including over the telephone, face to face and written communications; with the ability to work across multiple teams
9. Proficient in the use of IT systems in the provision of advice, and recording advice following advice quality procedures, data reporting and keeping data secure
10. Willingness to work as a member of the team, within multi-team settings and also work outside normal hours as required

**Work Environment:**

The role is partly office based, with a team base at 5 Pancras Square and in the job hubs across Camden.

The post holder will be expected to:

- Work with a range of internal and external services on policy and service delivery issues including Good Work Camden and Inclusive Economy, the Benefits Service, the local DWP and Inland Revenue and other agencies on policy and practice issues.
- Spend part of the time based within local job hubs
- Visit clients at home or interview face to face in the office environment or over the phone when this is necessary
- Work flexibly across the service and council responding to changes in demand; moving location to achieve a seamless response i.e. visiting the job hubs
- Manage and maintain a constantly varying workload, handling changing or conflicting priorities
- Attend outreach sessions and events to promote the service and deliver training to agencies, residents and service users

**People Management Responsibilities:**

N/A

**Relationships:**

We are more effective when we work together and share ideas. Within your role you will work closely with colleagues within the Welfare Rights team and Good Work Camden teams. There will be opportunities to build relationships with officers within the Job Hubs, and external employment support providers, Inclusive Economy, the agencies that support residents into work; you will prepare seminars and training materials and deliver talks and training to a range of people. You will develop and maintain strong links with other teams and services especially those who may be working with the same clients or who provide services that may benefit them.

As an adviser you will record data accurately so it builds into the team's data and insights to inform the Council's broader strategies for addressing inequality and social and financial exclusion, and contribute to the pilot project. Whilst by many traditional indicators of economic success Camden is in a good place, both quantitative and qualitative data shows that there are many residents that are not sharing in that success. Recording the work you do through data will help Camden ensure residents are accessing support and building resilience and success through your work and Good Work Camden.

As an adviser you will liaise, advocate and negotiate with statutory bodies such as the DWP, Her Majesty Courts & Tribunals Service and welfare rights and debt related organisations and work directly with a range of customers including vulnerable people with complex needs and support staff to help customers.

## Over to you

We're ready to welcome your ideas, your views. 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. This is not a politically restricted role. For a list of all politically restricted roles at Camden [click here](#).

## 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](#) 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

**Structure Chart**

