



Cumberland Council

Post Specification

Date	02 May 2023
Post Group Number	7907
Post Title	Welfare Advice Officer
Job Family	Customer Engagement
Job Family Role Profile	CE8ii
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

The Welfare Advice Service is part of and supports the work of the Homeless Prevention and Accommodation Services in Carlisle in meeting its statutory duties under the Housing Act 1996, Homeless Reduction Act 2017 and Domestic Abuse Act 2021.

The Welfare Advice Service provides high quality, confidential, welfare and benefits advice and assistance to all residents within the Carlisle locality area.

Purpose of this post

- To assist the Welfare Advice Services Manager in providing high quality, confidential, welfare advice services to all residents within the Carlisle locality area.

Key job specific accountabilities

1. To give appropriate and accurate welfare benefits advice to clients via face to face direct appointments, telephone, outreach services and tribunal representation.
2. Where appropriate to undertake home visits to particularly vulnerable people prioritising the elderly, disabled and housebound clients when required and provide information, advice and representation as necessary.
3. To represent clients at appeal tribunals when appropriate and approved by the Welfare Advice Services Manager.
4. To accept referrals from other agencies as deemed appropriate by the Welfare Advice Services Manager.
5. To assist in the preparation and support the delivery of, special campaigns, information, events and training sessions when required and directed.
6. To assist in ensuring the internal data systems are accurate and kept up to date through thorough and regular case monitoring. Updating service databases in order to support internal and external statistical reporting.
7. To support and prioritise Cumberland Council's preventative approach in relation to hardship, welfare, poverty and homelessness through integrated working with a range of internal teams and external advice services.

8. To maintain confidentiality and data protection in all dealings with clients.
9. To keep pace with relevant systems, processes, procedures and changes to legislation to ensure that all advice given is timely and up to date.
10. To participate in all mandatory and relevant training and development opportunities as agreed and directed, including regular supervision sessions with the service manager.
11. To cover essential duties in the absence of the Welfare Advice Services Manager; and carry out such other duties and responsibilities as may reasonably be directed by the Welfare Advice Services Manager or their representative.
12. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Not applicable
Staff Management Responsibilities	<ul style="list-style-type: none"> • Not applicable
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

Education & Qualifications	<ul style="list-style-type: none"> ○ Good general education ○ A standard of literacy and numeracy to a level equivalent to GCSE level C ○ Higher level qualification in relevant subject area (D)
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> ○ Excellent verbal and written communication skills ○ Good organisational ability ○ Experience and knowledge of working in an advisory capacity with vulnerable people ○ Experience and knowledge of client centred approaches ○ Understanding of the wider social and economic climate and the issues that vulnerable people face ○ Knowledge and experience of working within welfare benefit system ○ Experience of working with and interpretation of legislation (D)
Skills	<ul style="list-style-type: none"> ○ Advisory / customer care experience ○ Ability to work in partnership with relevant agencies ○ Able to work as part of a team ○ Able to work with people with complex needs ○ Ability to keep, monitor and review accurate records Excellent listening skills ○ Interviewing / assessing skills (D) ○ IT literate
Personal qualities & Commitment	<ul style="list-style-type: none"> ○ Committed to Cumberland Council's vision to deliver inclusive services and to enabling positive outcomes for health and wellbeing, prosperity and the environment.. ○ Committed to highest levels of service delivery ○ Confident and tactful ○ Ability to listen, question extract key information ○ Self motivated, approachable and adaptable; quick to learn and conscientious

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands	Dealing with clients who may be distressed
Physical Demands	NA
Working Conditions	Dealing with clients who may be distressed – service is delivered in a variety of methods including carrying our home visits to peoples homes (lone working)

Other Factors

- Lone working
- Services delivered in peoples homes where they have disabilities etc.