**JOB DESCRIPTION**

**Job Title:** Welfare Reform Adviser

**Responsible To:**  Community Facilitator

**Duration of position:** 31 March 2022 – with possible extension subject to funding

**Salary Scale:** £22,627 gross per annum, plus 5% pension contribution

(pro-rata for job share)

**Hours:** 37.5 hours per week, open to job share

**Purpose of Post**: The provision of a Welfare Reform advice service to provide support to clients who need help relating to Welfare Reform and the Welfare Reform Mitigations. Staff will require flexibility in terms of deployment as may be dictated by the demand for the Welfare Reform advice service.

**Employer:**  Ballynafeigh Community Development Association (BCDA)

## DUTIES

To advise and support clients (either via telephone or face to face) who need help with any aspect of the welfare reforms that are affecting their lives.

To be flexible in terms of deployment via telephone or face to face as may be dictated by the demand for advice services

To refer to and engage with the South Belfast Advice Consortium members on all aspects of welfare reform

To use effective and appropriate referral mechanisms to other services as appropriate.

To maintain comprehensive and up-to-date confidential case records for all clients using the Advice Pro case recording system

To identify, record and follow up social policy issues as they arise and BCDA considers appropriate

To assist the advice team to collect statistics on service usage and financial/non-financial outcomes achieved by the service and carry out periodic client profiles surveys

To assist the team to prepare reports and to provide documentation required by the funding bodies or other stakeholders

To keep updated with the changes relating to Welfare Reform and the benefits system

To address information gaps or meet specific needs

To prepare articles, press-releases and other reports as directed by the Community Facilitator

To ensure that the advice team is informed of any training requirements or gaps in knowledge

To participate fully in training programmes, both internal and external, as arranged by the advice manager

To attend team meetings/adviser forums as required and participate in quality assurance

To represent BCDA on appropriate outside bodies and co-operate with other relevant agencies as may be required

To use new technology following appropriate training and where technology is available

To participate in the development of an Advice Quality Standard.

To provide outreach services as agreed by member agencies of the South Belfast Advice Consortium and directed by BCDA

To carry out general clerical duties.

To undertake any other tasks as may be required.

### WELFARE REFORM ADVISER - Job Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Education | Good standard of education  Completed Law Centre (WRAP) , NIACAB (ATP) or Wiseradviser training (or relevant equivalent) | Third level or degree standard |
| Experience | Demonstrable experience (paid or unpaid) of providing welfare rights advice - face to face or telephone – gained in the last 3 years  Sound knowledge of the social security system | Knowledge of the welfare reform and mitigations schemes |
| Skills | Demonstrable experience of working or volunteering in a role which requires effective verbal and written communication skills.  Evidence of ability to understand complex information and legislation.  Case recording skills.  Ability to work with figures.  MS Office Skills (Word, Outlook, the internet)  Ability to prioritise own workload and to use initiative regarding assisting clients.  Experience of working as part of a flexible team and sharing knowledge | MS Office Skills: Excel, Access  Ability to communicate sensitively and effectively with Advice NI clients and other key stakeholders  Research skills  Knowledge of Advice Pro |
| ***Knowledge/***  ***values*** | Sympathetic and non-judgemental attitude to a client’s problems.  .  Have a commitment to the aims and principles of the service, e.g. equal opportunities.  Able to develop and maintain networks of relationships with other organisations to sustain and expand BCDA’s outreach provision. | Sound knowledge of the advice sector in Northern Ireland |
| ***Personal attributes*** | Flexible approach to working hours.  Friendly and approachable manner.  Ability to work on a confidential basis.  Ability to work under pressure and to strict deadlines.  Accuracy and attention to detail. |  |

**\*You must have the right to work in the UK and be able to provide relevant documentation, as proof, if you are successful and offered the position at BCDA.**