**Advice North West**

**Job Description:** **Tribunal/Welfare Rights Advice Worker**

**Responsible to Deputy Manager**

**Role purpose:**

To deliver a comprehensive Tribunal Rights and Welfare law advice and representation Service for the clients of Advice North West

**Advice giving**

* Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s).
* Advocate and represent on behalf of client(s) at social security appeals and tribunals.
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Refer internally or to other specialist agencies as appropriate.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Social policy**

* Assist with social policy work by providing information about clients' circumstances through the appropriate channels.
* Alert clients to social policy options.

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording, record keeping and document production.
* Ensure that all work conforms to Advice North West’s systems and procedures.
* Report and provide statistical information to management on the number of clients and nature of cases.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT**

1. The post is full-time 35 hours per week - working hours 9.00 am to 5.00 pm Monday to Thursday and 9.00 am to 4.00 pm on Friday.

2. The salary for this post is NJC Scale 5 £28’770( Under review)

3. The leave entitlement is 27 annual leave days plus all statutory and public holidays.