



Job Description & Person Specification

- Welfare Rights Advice Worker –

Post:	Welfare Rights Advice Worker – Employability (Fixed Term Contract until 31.3.26)
Service:	Advice
Line Managed by:	Assistant Advice Service Manager
Salary Range:	£28,795.45 - £30,523.99 per annum (SP 30- 32)
Hours:	39 hours per week
Locations:	Main base location can be either the employee's home, or at an Edinburgh Office Base. The project will involve travel across various locations within Edinburgh.
This post requires PVG scheme membership. Applicants who are not members of the PVG scheme should be prepared to join before commencing employment.	
Main Purpose The Action Group is part of a supported employment consortium, alongside Forth Sector, Intowork and Enable. This post will contribute to the work of the consortium and in particular the <i>Advance</i> and <i>All in Edinburgh</i> projects- directly assisting people (including people with learning disabilities and other support needs) who are looking for work, have recently started in a job role, and those who are looking to move job or progress within work. As an advice worker, your role will be to help people maximise their income and provide information on how their benefits and income will be affected by work-related changes, so that they can make informed decisions.	

The post will require a flexible approach which may include occasional evening or weekend working. The Action Group is accredited to the Scottish National Standards for information and Advice Providers. You will work to set standards for delivering quality advice services. The post holder will also proactively identify where individuals wider support or advice and assist them to access agencies and services that can help.

Duties include:

- Direct welfare rights support, advice, case work and representation.
- Helping people to understand their benefit entitlements and meet their responsibilities.
- Provision of information, training and back-up advice to other professionals (particularly to employment advisers).

1. Advice, Advocacy and Representation

- a. Provide information and advice to people (including disabled people, people with support needs, carers, and professionals who work with them). This advice is delivered by telephone, on digital platforms, by letter, email, and by personal appointments (both office-based and home visits).
- b. Check benefit entitlement and provide individual support in pursuing relevant claims and appeals.
- c. Carry out 'Better Off' calculations to help people understand how their financial situation will look if they take up employment.
- d. Coach people to understand the steps they need to take and provide practical help where needed.
- e. Assist people with a wide range of advice tasks - from application completion to detailed case-work and appeal representation.
- f. Provide strategies and solutions to complex cases.
- g. Organise own caseload and manage case recording within team standards.
- h. Liaise with external agencies on behalf of people (where needed).
- i. Act as a specialist resource for professional workers from a variety of agencies, in order to ensure that advice reaches as many people as possible.
- j. Identify other issues that are impacting on people and signpost/refer (as appropriate) to other agencies and services that might benefit them.
- k. Keep up-to-date with legislative changes.

2. Coaching and Training

- a. Coach and mentor people to develop their knowledge and confidence in dealing with their benefits and benefits agencies.
- b. Develop tools and systems that people can use to help them manage their benefit responsibilities.
- c. Support people to liaise with agencies where needed.
- d. Develop and deliver presentations, workshops and training sessions on advice issues, to a variety of audiences.

3. Monitoring and Reporting on activities of the service

- a. Keep full, accurate records of clients who have been advised.
- b. Monitor and report on activities of the project.
- c. Compare outcomes with targets for the project and make necessary adjustments to the service to enhance it.
- d. Identify and report on issues affecting people you are working with.
- e. Attend progress meetings with project funders as required.

4. Promoting the Service and raising awareness of benefit entitlements

- a. Develop strong networking and partnership working relationships with internal and external partners.
- b. Assist with the production of written advice materials, articles for journals, publicity materials etc.
- c. Promote the service through a variety of methods.

5. General Responsibilities

- a. Undertake your own and general administrative duties such as updating Advice Pro casework system and chairing or taking minutes of team meetings.

- b. Contribute to Team-wide initiatives such as take-up campaigns.
- c. Assist in organisational tasks, such as maintenance of information resources.
- d. Contribute to other tasks that may be required for the effective delivery of the service.
- e. Adhere to both The Action Group's health and safety policies at all times, as well as those of the organisation where you are primarily based.
- f. Contribute to the team by communicating openly, fully and effectively with others at all times, taking a share of all team duties and supporting colleagues with casework issues.
- g. Assess and manage the risks involved in lone working.
- h. All advisers are expected to have a good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups.

6. Contributing to a Quality Service

- a. Be familiar with, and work within, all organisational and Team policies and procedures.
- b. Participate in all necessary training.
- c. Contribute to service user consultation efforts and assist in the production of explicit service standards, reviews, evaluations and annual reports on service improvement.
- d. Encourage understanding of the complaints procedure amongst people using the service.

7. Other Duties

- a. This job description is not intended to be exhaustive and the post holder may be required to perform other duties on occasion.

8. Confidentiality

- a. High standards of confidentiality are required in relation to the roles, tasks and responsibilities described above.

9. Supervision Received

- a. The post holder will regularly meet their line manager for support and supervision as outlined in the Group's performance management policy.

This job description may be amended following discussions with the postholder and with the approval of the HR Manager

Person Specification – Welfare Rights Advice Worker

Essential Criteria

- Experience of at least one of the following
 1. Advising on welfare benefits and/or
 2. Working with people from diverse groups/marginalised groups
 3. Working with people in a professional employability setting
- Digital and computer literacy with experience of Microsoft office suite.
- A good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups.
- Good literacy skills.
- Demonstrable confidence and ability to do all of the following:
 1. Represent people at tribunal
 2. Develop and deliver presentations, briefings and training
 3. Design engaging workshops and marketing/communication materials for the service

In addition, the following behavioural competencies will be assessed during the recruitment process

Professionalism

- Committed to promoting the independence, rights and choice of people with support needs.
- Works to agreed standards and fulfils commitments.
- Is calm, resilient and tenacious under pressure.
- Excellent verbal and written skills (clear, concise and structured).
- Recognises boundaries of role.
- Has a positive outlook and approach to work.

Self-development

- Committed to own learning and skills development.
- Reflects on and evaluates own behaviour/actions.
- Asks for support and assistance when required.

Empowering People

- Respects the choice, privacy and dignity of others.
- Communicates specialist knowledge at a level appropriate to the receiver.
- Assists others to understand the potential consequences of different choices.

Analysis & Decision-making

- Uses appropriate questioning and research methods.
- Absorbs and remembers detailed information.
- Summarises complex information into shorter forms.
- Evaluates complex information and makes conclusions.
- Assesses situations and uses initiative.
- Identifies opportunities to improve processes.

Planning & organising

- Shows good planning and organising skills.
- Prioritises tasks according to need.
- Monitors ongoing progress and keeps to deadlines.
- Independently manages a complex and ever-changing workload.

Building & Maintaining Relationships

- Has a friendly and welcoming manner.
- Engages confidently with a wide range of people.
- Shows consideration for the opinions, beliefs and needs of others.
- Actively listens to others.
- Delivers difficult messages sensitively and appropriately.

Working in Partnership

- Provides advice and support to team members
- Shares information and works collaboratively with others
- Participates effectively in external networks

Desirable Criteria

- Experience of representing people at Social Security appeal tribunals.
- Ability to speak Polish in addition to English would be very welcome (as we work with a lot of native Polish speakers). Other languages also welcome.
- Experience of Using Advice Pro Casework Management System