

BIRMINGHAM ASIAN RESOURCE CENTRE

JOB DESCRIPTION

- Job Title:** Welfare Benefits Advice Worker
- Responsible to:** Project Coordinator
- Accountable To:** Management Committee
- Hours:** 24 hours per week, (will include some evenings, weekends and bank holidays)
- Job Overview:** The primary aim of this Job is to develop and provide comprehensive welfare benefits advice services to the service users of the centre.
and
To provide a range of support and wellbeing services to people aged 60+ and their carers as described below in the main duties of this Job.
- Special Conditions:** This post is initially for 3 years and may be extended subject to securing funding.
The post holder will be required to work unsociable hours as and when required.

Key Relationships and Job summary:

The post holder will work closely with other workers of the Centre to deliver outputs of the project whose overall aim is to :

- Reduce isolation
- Improve health and wellbeing through reduced weight, more effective ways to avoid or manage diabetes, more effective COVID-19 safety measures and vaccine take up, and greater openness in addressing mental health issues.
- Improve English language and IT skills enabling increased communication
- Reduce poverty by increasing beneficiaries' understanding of benefits and of money/ debt management techniques
- Improve access to health, training, housing and other mainstream services.
- Improve confidence

The purpose of this Job is to maximise benefit income from statutory and non-statutory sources for the users of the centre and to provide a comprehensive, accurate and reliable welfare rights advice service on social security benefits.

MAIN DUTIES AND Tasks of this Job will include:

1. To Provide a comprehensive, accurate and reliable welfare rights advice service on social security and welfare benefits direct to the users of the centre in person at advice surgeries, by telephone and letter, and by home visits, when necessary
2. To Interpret and explain legislation, official documents or the content of letters and communications addressed to clients.
3. To follow up information and queries on behalf of clients.
4. To make available, appropriately displayed, a range of resources and materials relating to welfare benefits advice work.
5. To direct members of the community to the resources they need to enable them to address issues themselves.
6. To make links with specialist agencies and organisations that provide specialist advice and support services.
7. To Identify and develop targeted benefit take-up initiatives.
8. To Identify ways in which the project can be further developed including working with the project coordinator in identifying sources of further funding to expand service delivery and ensure sustainability of the service.
9. To develop all necessary systems, policies and procedures to obtain Quality Mark and accreditation from national and regional bodies.
10. To use computer and traditional paper-based systems as appropriate to keep clear, accurate and up-to-date records of output and outcome .
11. To provide statistical information and progress reports as required by the organisation for monitoring and strategic planning of services.
12. To familiarise yourself with the main output and outcome of the project , and devise delivery methods appropriate to the project beneficiaries.
13. To keep yourself up to date with and maintain knowledge of all aspects of social security and welfare benefit policy, practice, and law.
14. To develop and maintain good working relationships with relevant external agencies , welfare rights advisers and agencies.
15. To undertake all administrative support for your work and to support the objectives of this role.
16. To maintain the highest standards of confidentiality at all times.
17. To be non-judgemental and non-discriminatory at all times in dealing with service users and other workers of the centre and to ensure that the policies of Birmingham Asian Resource Centre are implemented at all times.

18. To undertake any other duties consistent with the main tasks of this Job if deemed necessary.

Person specification

Qualifications & Training

- A good level of General education and Training in welfare benefits laws.
- A commitment to undertake appropriate training and to develop and keep up-to-date skills and knowledge relevant to the post.

Experience

- Of working in a community support setting.
- Of welfare benefits advice.
- Of working in the advice sector.
- Of working with BAME communities.
- Of project delivery.

Skills And Abilities

- An understanding of the welfare benefits system.
- Ability to interpret Social Security legislation, rules and regulations.
- Ability to represent clients to social security Tribunals.
- Ability to work on your own and as part of a team with good interpersonal and communication skills.
- Ability to communicate in English and in at least one South Asian language.
- Ability to prioritise work and meet deadlines.
- Ability to use computers with workable IT skills.

Knowledge

- Knowledge of the range of benefits available, and the main sources of information on benefits.
- A demonstrable knowledge of current welfare rights issues.
- A good understanding and working knowledge of welfare rights, housing and benefits system