

Community Advice and Law Service (CALs)

JOB DESCRIPTION

- Role:** Welfare Benefit Advice Caseworker
- Location:** Community Advice and Law Service
1st Floor, Epic House
Charles Street
Leicester LE1 3SH
Telephone- (0116 242 1120)
Email - enquiries@cals.uk.net
- Reporting to:** Advice Services Manager
- Hours:** 30 hours per week
- Salary:** £22,000 - £24,000 (Pro-rata actual £17,838 - £19,459 depending on experience)
- Role Purpose:** To provide a quality welfare benefits advice casework service as part of a small team, operating at CALS main office and at outreach venues. Work towards meeting targets, and contributing to the continuing improvement and development of services provided by CALS whilst working as part of the advice team.

MAIN DUTIES AND RESPONSIBILITIES

- Manage and maintain an active caseload, providing a comprehensive welfare benefit advice, advocacy and casework service to clients on all matters relating to welfare benefits.
- Advise clients on entitlements to social security benefits in order to increase their income and to challenge decisions.
- Assist clients to make applications for charitable funds where appropriate (including referrals to food banks)
- Receive supervision from the Senior Welfare Benefit Adviser and/or Advice Services Manager as determined
- Make referrals either internally to other caseworkers, or externally to other agencies, where clients require advice in other areas of social welfare law, complying with CALS' referral procedures
- Fully utilise AdvicePro case management system
- Meet and maintain quality standards in accordance with CALS' case management procedures as set out in the Office Manual which meet the requirements of CALS's quality standard (currently Specialist Quality Mark)

- Comply with all monitoring requirements of CALS recording statistical information, accurately and regularly.
- Attend and contribute to internal and external meetings, training events, conferences etc. as required.
- Keep up to date with relevant legislation and case law in the welfare benefit category, by attending training to ensure professional development of existing skills and knowledge, and using reference materials and journals and research.
- Contributing to the development of services and social policy work.
- Developing and maintaining a working relationship with local organisations in both the statutory and voluntary sector.
- Work collaboratively with colleagues and management to ensure the smooth and effective running of CALS' services
- Contribute to the overall aims of CALS by attending staff meetings, and any other meetings as required
- Provide cover and carry out other tasks within CALS that may be deemed necessary to meet all of CALS service delivery requirements.
- Undertaking some out of hours work as and when required, but with notice from the Advice Services Manager/Executive Director.
- To attend and contribute to performance appraisals, at a frequency to be determined by the Advice Service Manager.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- To ensure that all duties and responsibilities are discharged in accordance with CALS Health and Safety at Work and other work related policies
- The post holder will comply with the CALS equal opportunities policy and assist with its development and promotion within CALS, and amongst partner
- To undertake additional duties and responsibilities that are commensurate with the grade of the post that may arise from time to time, as directed by the Advice Services Manager or Executive Director of CALS

SKILLS AND ABILITIES

- Ability to undertake detailed casework and manage a caseload
- Ability to research, analyse and interpret complex information
- An understanding of the wider issues that may affect and impact those seeking help with welfare benefit problems, and recognising referral and or signposting requirements.
- Ability to plan and prioritise work to meet key dates and deadlines; demonstrate time management skills.
- Able to manage own workload and work under pressure to meet changing priorities, whilst working accurately and efficiently
- Excellent communication skills

- Good IT skills
- Possess a positive approach to team work, and ability to work as part of a team and also on your own without direct supervision
- Excellent written and verbal communication skills
- Excellent interpersonal skills and the ability to make and maintain excellent working relationships with a variety of individuals at all levels; personable and approachable
- Energetic, well organised, self-motivated and confident
- Excellent organisational and administrative skills
- Commitment to equal opportunities
- Flexible and reliable
- Prepared and able to work outside office hours from time to time
- Demonstrates an empathy for the aims of the service