

Luton Irish Forum

Welfare Case Supervisor

Job Description

Hours: 35 hours per week, occasional evening and weekend work may be required for which TOIL will be given.

Responsible to: Chief Officer

Summary of Post:

This post holder will be responsible for delivering welfare advice and taking a lead in and developing LIF welfare service in accordance with the Advice Service Quality (ASQ) General Help with Casework Standard. The Welfare Service provides information, advice and advocacy including completing applications for benefits, attending medicals and appeals and support with accessing statutory services. The service is based at the Luton Irish Forum Centre and provides outreach to vulnerable, excluded and hard to reach Irish, Irish Traveller and other communities across Luton and surrounding Counties.

Key Responsibilities:

1. To recruit, select and support the welfare team (staff, students and volunteers), ensuring that it is of the standard required and that any necessary training is identified and addressed.
2. To ensure that the Welfare Service has adequate cover between 9.30am and 4pm five days a week.
3. To define expectations and provide monthly formal supervision and annual appraisal to staff and fortnightly supervision to student placements.
4. To continually review the selection criteria for clients to ensure that the service is being accessed by the most vulnerable.
5. To hold weekly case management meetings to review client intake, ensure resources are being fully utilised in accordance with the welfare service standard.
6. To develop the use of Advicepro (customer relationship management system) to monitor trends and non-financial outcomes and ensure it is updated within 3 days of client contact.
7. To maintain and develop thisisluton.com (an information resource for Irish and Polish immigrants).
8. To carry out reviews of case files weekly to ensure quality of services is being maintained and take the lead in the peer review of Luton Access voluntary sector partners.
9. To lead on the biannual Advice Quality Standard audit.

10. To develop and implement welfare service objectives within the business plan and contribute to the overall strategy of LIF.
11. To contribute to the securing of funds to resource welfare service delivery and compile reports/ evaluations for funders as required.
12. To develop and foster partnerships with statutory and voluntary sector agencies and promote the needs of our users as appropriate.
13. Ensure the welfare team adhere to organisational policies and procedures particularly those relating to equalities, client confidentiality, health and safety and accessible information.
14. Attend the Senior Management Team meetings and Trustee meetings

General

15. To be responsible for providing emergency drop in advice sessions, one to one appointments, outreach, telephone and email advice, primarily on welfare benefits, housing, debt, community care and Irish specific advice.
16. To ensure clients are claiming all the benefits they can, and support them to fill in forms.
17. To prepare clients for and provide representation at medicals and tribunals.
18. To ensure that the case load is adequately prioritised.
19. To undertake public information sessions and awareness seminars identifying the needs of clients.
20. To contribute to local and national policy development and keep abreast of legal changes and practices through subscribing to the email bulletins, local and national media, relevant handbooks, training, sector newsletters, email updates and attending forums.
21. Undertake any other duties as required by the Chief Officer and Trustees.

Person Specification

Experience

- Two years' recent experience of giving welfare advice, either in a voluntary or paid capacity.
- Experience of representing clients at medicals and appeals.
- Experience of case supervision.
- Experience of supporting those who are experiencing crises and are in distress.
- Experience of negotiation and liaison with voluntary, private and statutory bodies.
- Experience of developing advice services.
- Experience of implementing the necessary policies and procedures to maintain standards.
- Staff management.
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Skills/abilities

- Able to interview clients in need from all backgrounds in a sensitive manner.
- Able to communicate clearly both verbally and in writing with clients, the public and other statutory and voluntary agencies.
- Able to represent and advocate for clients with a range of agencies.
- Able to record and maintain client information on case files and on computer monitoring systems.
- Able to gather and maintain information on the relevant legislation, support services and rights.
- Able to write reports on the work of the post and the needs of clients.
- Able to work on your own initiative.
- Able to work as part of a team.
- Able to work collaboratively with other agencies and advice workers.
- Computer literate.

Knowledge

Essential

- Housing legislation, policies and procedures.
- Benefit legislation and benefit systems.
- Voluntary, private and statutory sector support services across Luton relevant to the needs of clients.
- The Irish community in Luton and issues relating to the experience of Irish people in Luton.
- Promoting equal opportunities.
- Pensions and services for older people

Desirable

- Irish Pensions.
- Repatriation (to Ireland).
- Advice Service Quality (ASQ) Mark.
- Law and services for disabled people.
- Community Care law.