

LUTON IRISH FORUM

Welfare Service Support Worker

Job Description

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

Responsible to: Welfare Case Supervisor

Summary of Post:

This post holder will be responsible for supporting the delivery of culturally sensitive advice and advocacy services in accordance with the Advice Service Quality (ASQ) Mark. The service will be based at the Luton Irish Forum Centre and provide outreach to disadvantaged, excluded and hard to reach Irish, Irish Traveller, other BME and British communities across Luton and surrounding Counties.

Responsibilities:

You'll be dealing with people face-to-face, over the telephone or by letter or email. Your day-to-day tasks may include:

- undertaking benefit checks for claimants and supporting them to make benefit claims
- working with benefits agencies and other organisations
- referring clients
- keeping confidential records including updating the electronic database of user case files
- learning about relevant laws and welfare reforms
- publicising our service and campaigns
- helping clients get ready for appeals and medicals
- supporting the clients at appeal tribunals and medicals
- supporting the team to foster partnerships with statutory and voluntary sector agencies and promote the needs of our users as appropriate
- supporting the welfare team with administration

You will attend supervision, appraisals, team meetings and training to ensure the work of the advice service is that of the ASQ General Help with Casework Standard required.

Person Specification

Experience

- Experience of working with people face to face and over the telephone who are vulnerable is essential.
- Experience of supporting people who are experiencing crises and are distressed is desirable.
- Experience of negotiation and liaison with welfare and housing agencies and statutory bodies is desirable.
- Experience of recording and maintaining personal information on case files and in computer monitoring systems is desirable.

Skills/abilities

- Able to interview users in need from all backgrounds in a sensitive manner.
- Able to communicate clearly verbally and in writing with users, the general public and other statutory and voluntary agencies.
- Able to represent and advocate for users with a range of agencies.
- Able to research information on relevant legislation, support services and rights.
- Able to work on your own initiative and as part of a staff team.
- Able to work collaboratively with other agencies and advice workers.
- Working knowledge of Microsoft Office programmes including word and outlook.
- Administration skills in a client focused environment.
- The ability to problem solve.

Knowledge

Candidates will be required to have or to develop the following knowledge

- Understanding of the welfare system and the full range of UK benefits.
- Housing legislation, housing systems, policies and procedures.
- Statutory and voluntary sector support services across Luton relevant to the needs of the users.
- The Irish and other communities in Luton and surrounding counties and issues relating to their experience.
- Promoting equal opportunities and diversity.

Other

- A full UK driving licence is desirable.