



LUTON IRISH FORUM

WELFARE, SOCIAL & CULTURAL OPPORTUNITIES

Welfare Case Officer 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 providing culturally sensitive advice and advocacy services by 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, and other BME and British communities across Luton and surrounding Counties.

Responsibilities:

1. To be responsible for delivering emergency drop-in advice sessions, one-to-one appointments, outreach, and advice via telephone, email, and video call, primarily on welfare benefits, housing, debt, community care, and Irish-specific advice.
2. To ensure clients are claiming all the benefits they can and support them to fill in forms.
3. To prepare clients for and provide representation at medicals and tribunals.
4. To ensure that the caseload is adequately prioritised.
5. To 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 and that any necessary training is identified and completed.
6. To provide shadowing opportunities for students, volunteers, and other staff as required.
7. To input to and contribute to the development of an electronic database of user case files - AdvicePro accessing the service and ensure paper base files are to the ASQ General Help with Casework Standard.
8. To implement advice service objectives by the business plan and contribute to the report on progress within the monthly advice service report for the Board of Trustees and be available to attend Trustee meetings if required.
9. To contribute to the compilation of the annual Welfare Service review.
10. To contribute to the securing of funds for resource advice service delivery and compile reports/evaluations for funders as required.
11. To foster partnerships with statutory and voluntary sector agencies and promote the needs of our users as appropriate.

T 01582 720 447
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facebook/LutonIrishForum
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Kathleen Connolly House
102 Hitchin Road
Luton LU2 0ES


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12. To contribute to local and national policy development and keep abreast of legal changes and practices through subscribing to email bulletins, local and national media, relevant handbooks, training, sector newsletters, email updates, and attending forums.
13. To undertake other reasonable tasks when requested to do so that support the overall functioning of the organisation.

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Kathleen Connolly House
102 Hitchin Road
Luton LU2 0ES

Person Specification

JOB TITLE:	Welfare Case Officer
DATE:	September 2023

EXPERIENCE/SKILLS	Essential	Desirable
<ul style="list-style-type: none"> At least 2 years' experience in giving welfare advice in a voluntary or paid capacity. 	✓	
<ul style="list-style-type: none"> Able to interview clients to effectively gather information both face-to-face and by telephone who are in crises or distress. 	✓	
<ul style="list-style-type: none"> Able to communicate verbally and in writing with clients, the general public, and other statutory and voluntary agencies, including providing written representations for mandatory reconsiderations, appeals, formal complaints, and reports for stakeholders. 	✓	
<ul style="list-style-type: none"> Able to research and interpret information including relevant benefit and housing legislation, support services, and rights. 	✓	
<ul style="list-style-type: none"> Able to work on your initiative and as part of a team, including working with third parties. 	✓	
<ul style="list-style-type: none"> Highly organised with the ability to plan, prioritise and manage deadlines 	✓	
<ul style="list-style-type: none"> Experience working in the voluntary or public sector 		✓
<ul style="list-style-type: none"> Access to a car and the ability to drive. 		✓

KNOWLEDGE	Essential	Desirable
<ul style="list-style-type: none"> The Irish and other communities in Luton and surrounding counties and issues relating to their experience. 	✓	
<ul style="list-style-type: none"> Benefits legislation and benefits system 	✓	
<ul style="list-style-type: none"> Housing legislation, housing systems, policies, and procedures. 	✓	
<ul style="list-style-type: none"> Statutory and voluntary sector support services across Luton relevant to the needs of the users. 	✓	
<ul style="list-style-type: none"> Promoting equal opportunities and diversity. 	✓	
<ul style="list-style-type: none"> UK GDPR 	✓	
<ul style="list-style-type: none"> Irish Pensions. 		✓

• Repatriation (to Ireland).		✓
• Advice Service Quality (ASQ) Mark.		✓
• Law and services for disabled people.		✓
• Family law.		✓

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Performing under pressure	✓	
• Adaptability to change	✓	
• Team working	✓	
• Self-motivated	✓	
• Flexibility	✓	
• Confidentiality	✓	
• Awareness of potential conflicts of interest	✓	