

APPLICATION PACK

JOB DESCRIPTION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Welfare Benefits Adviser

Reporting to: Advice Supervisor

Location: St Pauls Advice Centre Bristol

Main Purpose: The Welfare Benefits Adviser is responsible for assisting in the delivery of SPAC's free, independent specialist welfare rights advice, advocacy and representation services and is responsible for managing and developing our established volunteer programme.

Responsibilities:

Advice and casework

- Provide specialist welfare rights advice and information to SPAC clients in accordance with SPAC policy, procedure and relevant quality standards and SPAC's Office Manual.
- Provide support and assistance to individuals as required in order to secure their rights through advocacy and casework methods and representing individuals through appeal processes where required.
- Identify and act upon social policy issues including recording appropriate case studies.
- Keep up-to-date with relevant legislation, policies and practices.

Other responsibilities

- Engage in line management, supervision and annual performance appraisal with the Advice Supervisor.
- Work as a member of a team, give and receive support, and work considerately and co-operatively with other team members.
- Comply with the Centre's Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
- Deliver drop-in/outreach advice sessions as required.
- Attend and represent SPAC at internal and external meetings and events.
- Undertake relevant statutory and personal development training.
- Carry out all such other duties appropriate to the post as required.

**Salary, Working
hours & Benefits:**

- Salary: £16,512 actual (£33,024 full time equivalent)
- Working hours: 17.5 hours per week (This post could be combined with that of Volunteer Coordinator – see separate advert - for the right candidate).
- Annual Leave: 30 days per year (pro rata)
- Extra 3 days annual leave between Christmas & New Year
- Pension Scheme: 5% employers contribution
- Opportunities for home working