



JOB DESCRIPTION

Job title:	Welfare Benefits Caseworker
Hours of Work:	37.5 hrs per week
Location:	Citizens Advice Bromley + Bromley Outreaches, Community House, South Street, Bromley BR1 1RH
Salary:	£26,000pa + 2% pension contribution
Contract:	Permanent
Responsible to:	Chief Executive, Citizens Advice Bromley

Job purpose: We are looking to recruit an experienced Welfare Benefits Caseworker to work on an exciting new Health & Well-being project, Bromley Well, funded by the London Borough of Bromley (LBB) & Bromley Clinical Commissioning Group (BCCG).

Context of the role:

Following funding from the London Borough of Bromley (LBB) & Bromley Clinical Commissioning Group (BCCG) an exciting opportunity has arisen to provide welfare benefit advice to the residents of the London Borough of Bromley. The successful applicant will be contributing to the health & well-being of Bromley residents by providing information, advice, guidance & support to prevent people from reaching crisis point. Working across the BTSE partnership you will be providing Welfare Benefits advice to service users, support workers and other organisations across the sector.

Purpose of post

You will be delivering Welfare Benefits advice face to face to residents within the London Borough of Bromley.



Key work areas and tasks:

Casework

1. Provide casework covering the full range of Welfare Benefits
2. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
3. Negotiate with third parties as appropriate.
4. Ensure income maximisation through the take up of appropriate benefits.
5. Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
6. Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
7. Make home/outreach visits as necessary.
8. Provide advice and assistance to other BTSE staff across the whole range of Welfare Benefits issues.
9. Ensure that all casework conforms to Citizens Advice Bromley's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
10. Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
11. Ensure that all work conforms to Citizens Advice Bromley's systems and procedures.

Research and campaigns

12. Assist with research and campaigns work by providing information about clients' circumstances.
13. Provide statistical information on the number of clients and nature of cases and provide regular reports to management.
14. Monitor service provision to ensure that it reaches the widest possible client group.
15. Alert other staff to local and national issues.

Professional development

16. Keep up to date with legislation, case law, policies and procedures relating to Welfare Benefits and undertake appropriate training.
17. Read relevant publications.
18. Attend relevant internal and external meetings as agreed with the line manager.
19. Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
20. Assist with Service initiatives for the improvement of services.

Administration

21. Review and make recommendations for improvements to services.
22. Maintain local information systems.
23. Use IT for statistical recording, record keeping and document production.
24. Keep up to date with policies and procedures relevant to Citizens Advice Bromley's work and undertake appropriate training.
25. Attend internal and external meetings as agreed with the manager.
26. Maintain close liaison with relevant external agencies.
27. Maintain a library of reference material and case law.



Bromley Third Sector Enterprise



Public relations

28. Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

Other duties and responsibilities

29. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
30. Demonstrate commitment to the aims and policies of the CAB service.
31. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person Specification

Essential

1. At least two year's, or equivalent, competencies in Welfare Benefits advice.
2. Knowledge and experience of Welfare Benefits advice to casework level
3. Effective oral communication skills with particular emphasis on negotiating and representing.
4. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
5. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
6. Understand the issues involved in interviewing clients.
7. Numerate to the level required in the tasks.
8. Ability to prioritise own work, meet deadlines and manage caseload.
9. Ability to use IT in the provision of advice and the preparation of reports and submissions.
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
11. Ability and willingness to work as part of a team.
12. Ability to monitor and maintain own standards.
13. Demonstrate understanding of social trends and their implications for clients and service provision.
14. Understanding of and commitment to the aims and principles of the CAB service and its equality and diversity policies.

Desirable

15. Experience of Financial Capability work, or willingness to develop this area