



## JOB DESCRIPTION

<b>Job title</b>	Social Welfare Advisor and Caseworker
<b>Salary</b>	£28,500 per annum (pro rata)
<b>Contract</b>	Permanent
<b>Hours</b>	17.5 hours per week
<b>Line reporting</b>	Social Welfare Project Manager
<b>Responsibility</b>	Line manage Coordinators, Administrators, Volunteers as required
<b>Location</b>	Bromley by Bow Centre and off site venues

### **BACKGROUND**

The Bromley by Bow Centre's Advice Service forms a key part of our integrated approach to the provision of services that support the improved health and wellbeing of our community.

The Centre's approach means that we seek to support people's multiple needs. Within all of our services, we aim to gain an understanding of our clients' needs and support them to access a range of services and activities both at the Centre and through local partners.

We provide a range of services including welfare benefits, housing, debt, financial and consumer advice. We also support referrals to other agencies at a specialist level including welfare benefits, debt, housing, immigration and legal advice.

The Advice Service is delivered at the Bromley by Bow Centre, across the Bromley by Bow Health Partnership and at a range of local community locations such housing provider venues.

All our advisors are expected to work across a range of contracts and support the team in its delivery of key performance indicators (KPIs).

### **RESPONSIBILITIES**

The role of the Social Welfare Advisor and Caseworker is wide-ranging and includes the following:

#### **Service delivery**

- Provide free, impartial and confidential advice to clients on a range of issues including welfare benefits, housing, debt, financial, energy and consumer advice
- Provide casework level advice on welfare benefits, housing and financial issues as appropriate

- Provide information on, signpost and refer to, other relevant advice services and sources of help where appropriate, for example solicitor or social worker
- Deliver advice using a range of methods, including via face-to-face appointments, drop-in sessions and home visits, telephone, email, and in the future web-chat support
- Refer clients to other areas of support such as employment, training, social prescribing, social care, ESOL, arts and activities that may address the wider determinants of health
- Deliver advice services to meet funder, contract and internal targets and specifications
- Develop and maintain partner relationships in relation to advice services

### **Contract Management**

- Work across a range of contracts and support the team in its delivery of key performance indicators (KPIs)
- Maintain confidential and accurate records and administrative systems
- Input data and case records into internal and external databases in accordance with agreed timescales and to required standards
- Contribute to writing reports and compiling data on cases covered and services provided in the agreed format and in accordance with agreed timetables

### **Quality Assurance**

- Comply with Advice Quality Standards (AQS), AdviceUK, Matrix standards and any other appropriate quality standards
- In liaison with the Advice Programme Manager, Social Welfare Project Manager and advisors discuss new cases, progress in existing cases, completed cases and file review results
- Ensure changes in appropriate legislation, policies, national and local initiatives are applied to working practices
- Where required, develop more detailed knowledge on specific areas of advice related to assigned project(s)

### **Staff Management and HR**

- Work collaboratively with Advice Service colleagues, trainees, interns and volunteers to support their engagement with the service and skills development
- Establish performance targets for all direct reports and manage performance accordingly
- Ensure supervision, appraisal and performance reviews are carried out as required by the Centre policies
- Support and manage trainee advice workers, interns and volunteers
- Recommend training as appropriate to the development of the Advice Service, projects and individual career progression
- Provide training or talks to internal staff or external organisations in your area of experience and knowledge
- Cover staff member roles and responsibilities during periods of leave

### **Additional responsibilities**

- Support the Bromley by Bow Centre's vision, mission, strategic objectives and values
- Adhere to Centre policies and procedures at all times
- Be self-servicing in producing own correspondence and performing administrative tasks
- Undertake any other additional tasks as reasonably deemed appropriate by the Social Welfare Project Manager

## **PERSON SPECIFICATION**

### **Essential skills and experience**

- Level 3 qualification in Advice and Guidance or the willingness to work towards
- Experience of delivering advice including casework to Advice Quality Standard (AQS)
- Ability to work on own initiative, prioritise and organise own caseload
- Ability to relate to people from different backgrounds
- Ability to make complex information accessible to clients and other advisors
- Excellent interpersonal skills with experience in dealing with enquiries from the public, in person and by telephone or email
- Excellent level of customer service
- Commitment to support the development of social policy work
- Ability to make a full contribution to the effective running of a team
- Excellent numeracy, literacy, verbal and written communication skills
- Ability to liaise with other professionals and organisations
- A flexible approach to work
- Tact and diplomacy to deal with sensitive and confidential information
- Good awareness of equality and diversity issues and ability to put policy into practice
- Ability to use Information & Communication Technology within the Centre
- Understanding of the wider social determinants of health and poverty and discrimination issues as they affect clients

### **Desirable**

- NEA Level 3 Energy Awareness or willingness to work towards
- Minimum 2 years recent casework experience of advising on welfare benefits, debt and housing law
- Experience of monitoring and reporting on advice services to contract standards and specifications
- Familiarity with the use of online database tracking systems
- Experience of supporting paid and/or volunteer staff in an advice work setting
- Community language