

Job Description

Benefits Advice Caseworker (Outreach)

Accountable to:	Chief Executive
Responsible for:	Delivery of benefits advice services direct to clients including supervision of benefits advice work carried out by a volunteers where necessary
Contract:	Three years fixed term. Extension funding may be sought as appropriate
Salary:	£32,000
Hours:	35 hours per week (full-time). Part-time post may be possible by agreement – see application form
Annual Leave:	25 days plus all Bank and Public Holidays
Pension:	Currently 3% after successful probationary period (under review)

Summary of Post

To provide a high-quality welfare benefits advice and associated casework service that supports and empowers visitors of nominated food banks in Lambeth in order to help them make informed decisions in addressing their needs and to improve their financial resilience. Advice will focus on income maximisation and welfare benefits, with other advice needs identified and referred on as required

To ensure that any relevant performance and quality standards are achieved and maintained and that relevant funder requirements are met and reported on an ongoing basis

Location

You will deliver confidential welfare benefit advice services at a small number of busy foodbank hubs in Lambeth, London. While at the foodbank venues you will be working alongside other professionals and/or volunteers assisting or providing services to the same

hub visitors. Your base will be the BAC main office on Railton Road, London, which is equidistant between Herne Hill (overland train station) and Brixton (train station and London Underground Victoria Line)

Specific responsibilities

1. Advice Provision

- To deliver a specialist benefits advice service at outreach venues that is able to address the full range of benefits advice topics that may arise and provide advice and information to assist clients in relation to problems within the areas of benefits and income maximisation generally
- Ensure income maximisation through benefit checks, assistance with new benefit claims and resolving benefit issues including through appeals
- Deliver basic financial capability advice in the form of advice on budgeting, reducing outgoings and saving for the future
- Undertake advice casework for clients, which may include representation or facilitating representation by others where necessary
- Empower clients to take action themselves wherever possible
- Act for the client where necessary by corresponding with relevant third parties on their behalf
- Offer clients onward signposting or referrals to other sources of support, that are not provided by the project service
- Provide services in accordance with all relevant quality standards
- Ensure that service performance standards and targets are met
- Ensure that all casework and any other work-related activities conform to the procedures and policies as set out in the Centre's Office Manual, any applicable quality standards and the Staff Handbook
- Use the Centre's electronic case management system (Advice Pro) to maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation. Training can be provided
- Work in close partnership with other staff, teams and volunteers of both Brixton Advice Centre and those operating out of the Foodbank venues

2. Supervision

- Where necessary, coordinate and provide support any BAC volunteers assisting with the delivery of this outreach project
- Where necessary, review the work of those volunteers to ensure it is of satisfactory quality and meets relevant standards and expectations

3. Social policy

- Assist with social policy work by providing suitable case studies and information about client circumstances on request
- In conjunction with other members of the Benefits Team, brief the Chief Executive and/or Council of Management (trustees) as may be necessary from time to time on issues relating to benefits advice and local issues
- Alert other staff and volunteers to local and national issues
- Record outcomes as required by the Centre

4. Professional development

- Maintain an interest in, and undertake, appropriate training and learning so as to keep abreast of changes in the law as may apply to delivering the role effectively
- Read relevant publications
- Attend relevant internal and external meetings as agreed with the Chief Executive
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate
- Engage with initiatives for the improvement of services where necessary

5. Administration

- Self-administering, though you will be encouraged to utilise any volunteer support that may be available
- Utilise, in a competent manner, available applications used for statistical recording, record keeping, and the production of documents necessary to conduct the role effectively, including Microsoft Word, Excel and Gmail
- Ensure that all casework and any other work-related activities conform to the procedures and policies as set out in the Centre's Office Manual, any applicable quality standards,

and the Staff Handbook. This includes confirming advice to clients by letter in a clear, concise and timely manner

- Review cases on a regular basis, ensuring actions are followed up and cases are closed at the appropriate time
- Create and maintain confidential, comprehensive client and service provision records, follow-up work and the recording of outcomes and other relevant KPI's of the project, for information retrieval, statistical monitoring, and report preparation

6. Public relations

- Maintain effective and professional liaison with external agencies/bodies, representing the project to media and at external events and meetings as required
- Act professionally and responsibly in your capacity as an employee and representative of Brixton Advice Centre

7. Other duties and responsibilities

- Carry out any other tasks that may come within the scope of the post as determined by the Chief Executive in order to ensure the effective delivery and development of the service
- Occasionally be prepared to work outside of work hours in order to deliver any specific work-related objective e.g. attendance at meetings
- Demonstrate commitment to the Centre's equality and diversity policy and other aims and policies of the Centre including information assurance and confidentiality
- Abide by health and safety guidelines and share responsibility for your own personal safety as well as that of your colleagues