



Job Description

General:

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| Job Title: | Welfare Rights and Income Maximisation Officer |
| Responsible to: | Into Work Service Delivery Manager |
| Location: | East Lothian |
| Hours of Work: | 14 hours per week (flexible) |
| Salary: | £23,000 (pro rata) |
| Type of Contract: | Fixed term for 1 year with a potential 1-year extension |

Project:

The Welfare Rights and Income Maximisation Officer will contribute to the overall delivery of the Parental Employability Support Fund Project (PESF) within East Lothian Works. This will be supporting parents and children living in poverty, both working (65%) and unemployed (35%).

Overall Purpose of the Job:

Working closely with the wider PESF employability and learning team at East Lothian Works, the Welfare Rights and Income Maximisation Officer will provide 1:1 support, including identifying missing benefit entitlement as well as debt and budget management advice to families living in poverty, particularly in-work poverty.

Responsibilities:

One to One Client Support

To work with PESF East Lothian clients either online; at East Lothian Council office locations or in their community, assisting them to:

- Assess their overall current benefit and financial situation at initial interview, identify additional household and financial entitlements appropriate to them.
- To identify missing benefits and to complete 'better-off in work' checks where appropriate, using professional benefit-check software e.g. Lisson Grove QBC system.
- Assist clients to apply for any relevant benefits and financial support.
- Manage and maintain Benefit compliance/claimant commitments.
- Identify priority debts and support clients to take immediate action.
- Improve their budgeting skills, providing budgeting advice and solutions e.g. using assessment tools/templates.
- Negotiate with Jobcentre Plus and other agencies.
- Appeal benefit-related decisions and attend benefit tribunal hearings as required.

Responsibilities continued:**Partnership Working**

- To liaise and work in close partnership with other PESF East Lothian and East Lothian Works team advisers to ensure positive client progress.
- To work co-operatively with all other relevant agencies in the interests of project clients e.g. when pursuing Warm Home Discount from utility providers.
- To present a value-based approach when working with clients, colleagues and all other contacts.
- To promote awareness of the project where required.
- To practice awareness-building around income maximisation with the wider PESF East Lothian project team.
- To attend and contribute to PESF East Lothian team and East Lothian Works organisational meetings as required.

Monitoring and Reporting

- To record and summarise notes from client meetings using relevant systems.
- To maintain comprehensive records of client activity including producing quarterly reports on all significant outcomes, e.g. financial gains.
- To assist the overall PESF East Lothian team in the evaluation and monitoring of the project including reporting to funders.

General

- To comply with Into Work and East Lothian Council policies and practices, following procedures as required.
- Maintain up-to-date relevant knowledge through on-going research and appropriate training.

Other

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by any changes in the role other than those given in the job specification.

The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job description from time to time.

Line Management:

The Welfare Rights and Income Maximisation Officer reports to their East Lothian Works Employability Development Officer with regard to day-to-day work activities. Employment line management is with Into Work's Service Delivery Manager.

Person Specification: E = Essential D = DesirableKnowledge and Skills

1. In-depth knowledge of the benefits system, in particular help available to families including those in work. **E**
2. Verbal communication skills – the ability to work collaboratively with a range of people and to present a positive case on behalf of clients. **E**
3. The ability to interpret written communication from various agencies and compose appropriate responses. **E**
4. Influencing and negotiation skills – the ability to advocate and negotiate on behalf of clients to achieve a positive outcome. **E**
5. Initiative and follow-through. Able to work independently, self-organise and record work. **E**
6. Priority setting – the ability to handle competing priorities and make value-based decisions. **E**
7. Relationship-building – a keen desire to share information and knowledge. **E**
8. Ability to work remotely from home or in community settings, as necessary. **E**
9. IT literate. **E**
10. Attended appropriate relevant training. **E**

Experience

1. Experience of providing benefit and debt advice either in a paid or voluntary capacity. **E**
2. Experience of establishing effective working relationships e.g. clients, benefits advisers, other professionals. **E**
3. Experience of managing a client caseload including the use of recording systems. **E**
4. Experience of representing or supporting cases at hearing or tribunal level. **D**

Other

1. This position will require a valid driver's licence and access to a vehicle in order to travel throughout East Lothian to attend meetings and support clients. **E**

Person Specification continued:Personal Qualities

1. Is committed and works to Into Work's values. **E**
2. Is committed to the principles of inclusion. **E**
3. Has a pleasant personal appearance and manner. **E**
4. Works methodically, accurately and neatly. **E**
5. Has drive, motivation and enthusiasm. **E**
6. Can adapt and operate effectively within a culture of change. **E**