

Project Worker: Welfare Rights

Job Description

Job title:	Project Worker: Welfare Rights
Responsible to:	Operational Manager
Salary:	NJC pt 26, £24,799 annual pro rata (£9258 actual) + 5% pension
Contract:	Fixed-term for 6 months; extension subject to further funding
Hours:	14 hours per week, flexible work pattern
Annual Leave:	25 days pro rata, plus 8 days bank holiday pro rata
Based:	Halifax office

This post is subject to an enhanced DBS check.

Background:

Healthy Minds has been providing specialist welfare rights advice and support for people who experience emotional distress for over 6 years. From advising on entitlement and supporting with initial claims, through to appeals and representation at tribunal, this is a service in high demand. We have the opportunity to increase capacity in the service with an additional project worker role. Funding is secured for 6 months and we continue to seek longer-term support for this valuable service.

Job Summary:

The welfare rights worker will deliver welfare benefits advice and welfare reform information focusing on delivering all aspects of income maximisation, welfare benefits advice and casework to a wide range of clients who experience emotional distress. They will work closely with the existing welfare rights worker, sharing expertise and jointly reviewing casework to ensure a consistent, high-quality service.

Main tasks:

Provide comprehensive and accurate advice and support on all aspects of welfare benefits

- Ensure income maximisation through the take-up of appropriate welfare benefits and / carry out in-depth benefit and income checks on behalf of clients.
- Act for the client and take on casework where necessary in order to progress the client's issue.
- Support and advise the team to ensure delivery of accurate welfare rights information and advice.
- Negotiate with third parties as appropriate on behalf of clients, both orally and in writing.
- Assist clients with other related problems and refer internally and / or externally to other advisers or specialist agencies as appropriate.
- Attend tribunals in person to support service users*
- Undertake home visits when necessary to support service users*

*(subject to Covid-19 restrictions)

Recording and monitoring

- Maintain accurate and organised records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
- Ensuring that the project database is kept up to date
- Ensuring that relevant information about clients is recorded and shared with colleagues as appropriate

Project-wide:

- To respectfully and supportively engage with service users, volunteers and colleagues, understanding that their experience counts
- To take responsibility for acting on safeguarding concerns across all services
- To promote the service within the voluntary and community and statutory sectors, representing Healthy Minds at partnership and strategic meetings as required
- To undertake monitoring and evaluation, which actively involves participants
- To prepare information as requested for management and stakeholders to enable a transparent and accountable input and outcomes.

General Work-related Expectations:

- To work within Healthy Minds' service-user-led values, ethos and vision
- To ensure that Recovery is at the heart of what we do
- To take an active role within the project team, and within the whole Healthy Minds team
- To be responsible for undertaking training and continuous personal development
- To be willing and able to share skills, knowledge and experience across the team
- To participate in regular supervision
- To be responsible for all personal admin and organisational tasks
- To work in accordance with all Healthy Minds' policies and procedures
- To be actively responsible for Healthy Minds' resources
- To comply with all relevant legislation
- To undertake any other duties as reasonably required, appropriate to the post and which complement the team approach.