

Project Worker: Welfare Rights

Person Specification

	Essential / Desirable
Experience	
Support work with individuals and /or groups with experience of mental health distress	E
A minimum of 2 years', (or equivalent part-time) face-to-face experience of client-focused advice work (in a paid or voluntary capacity)	E
Building and maintaining relationships with statutory and voluntary agencies	E
Work in mental-health services, or with other communities of vulnerable people	E
A minimum of 12 months' recent experience of welfare benefits casework	D
Personal experience of emotional distress	D
Skills	
Ability to demonstrate effective communication skills to a range of internal and external audiences both verbally and in writing, with particular emphasis on negotiating and representing clients to third parties	E
An ability to demonstrate an ordered approach to managing advice work methodically, within defined systems and procedures	E
Excellent numeracy skills with the ability to carry out efficient calculations and prepare accurate benefit calculations	E
Ability to use common ICT packages e.g. Microsoft Office / email / internet	E
Ability to work effectively as part of a team	E
Ability to work on own initiative and manage and prioritise your own workload	E
Flexible approach to respond to people's needs	E
Ability to help people identify support needs and explore available options	E
Able to manage stress and work under pressure	E
Knowledge	
Understanding a range of factors which can affect emotional health and wellbeing	E
Up-to-date knowledge of legislation, case law and procedures relevant to Welfare Benefits	E

Understanding of how people experiencing mental distress may be affected by welfare reform	E
Knowledge and understanding of safeguarding for children and adults at risk of abuse	E
Understanding of issues faced by people from diverse backgrounds around crisis, including barriers to accessing services	E
Up-to-date knowledge of all aspects of generalist advice work including debt / money and housing advice	D
Knowledge of statutory and community support providers available locally, regionally and nationally	D
Understanding of co-production, peer support and mental health recovery	D
Values & Attitudes	
Commitment to a service-user-led service and valuing the involvement and participation of people who have experienced mental distress	E
Commitment to Healthy Minds' aims and values	E
Commitment to continuous personal development, learning and reflective practice	E
Commitment to equality and anti-discriminatory practice	E
Commitment, ability and desire to work in harmony with colleagues, seeking positive outcomes & solutions and taking responsibility for both your own actions and those of your team	E
Personal Circumstances	
Willing and able to work flexible hours	E
Ability to travel	E