

Senior Benefits Advisor

Responsible to: Information and Advice Service Manager

Brief overview of the role:

To be the lead advisor in AUKWSBH's Advice Service in Brighton and Hove at our new hub opening on Queens Road in the autumn. Deliver high quality advice meeting the QAS (Quality Advice Standard). Advice is provided covering a broad range of subject matters with welfare benefits being the most common enquiry. Other regular enquiry types include housing, care and community support.

This position will be based for three days at the AUKWSBH Hub, with two days hybrid to include home working and face to face home visits for those unable to access our hub.

The post holder for this role will have experience of providing high quality generalist advice with the experience of providing welfare benefits advice.

Advice:

- To provide a wide range of advice to older people, their families, and carers, meeting the QAS in line with AUKWSBH policies and procedures.
- To empower clients to ensure they are either provided with, or can access the support they need to achieve their desired outcomes in the medium that is best for them.
- To offer a benefit check to all clients and act upon the results to ensure maximisation of income and be able to take welfare benefits claims to appeal if required
- To ensure that clear and comprehensive records of all enquiries received and how they were resolved, are entered on the database, maintained and archived, and that any necessary follow-up work is carried out promptly.
- To maintain an up-to-date knowledge of changes in practice, policy, and law, both locally and nationally.
- To undertake outreach services and home visits where appropriate
- Represent the Advice Service at local and regional events and meetings

Case management and team working :

To supervise and motivate other advice staff and volunteers working from the Brighton Hub, establishing a culture of open communication, support and teamwork.

- Ensure mandatory staff training is updated and skills are developed as required by the organisation's business needs.
- Manage own caseload and be able to work independently as well as collaborate with the team sharing information.
- Lead on specific projects within the Advice team.
- Ensure data protection regulations are adhered to and that sensitive data is handled in accordance with relevant legislation and organisational procedures.

Governance

- To adhere to all health and safety, and legal requirements in line with AUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
- To ensure effective leadership in relation to compliance with statutory and organisational safeguarding policies and procedures.

- To ensure data and administrative processes are adhered to in line with AUKWSBH policies and legislation of the Data Protection Act 2018.
- To attend relevant and mandatory training as required.
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
- To help deliver the objectives as set out in the organisational strategic plan.
- To adhere to all other organisational policies and procedures.
- To undertake any other duties appropriate within the role as may reasonably required by AUKWSBH.

Key contacts and relationships

Information and Advice Service Manager, Advice Team, Customer Service Team

Equality, diversity and inclusion

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Senior Advisor

Experience	Essential	Desirable
A minimum of 2 years experience (full or part-time equivalent) of providing good quality general advice	√	
Ability to check eligibility for welfare benefits and to regularly do benefits calculations	√	
Experience of taking welfare benefits claims to appeal	√	
Knowledge of the Care Act and how to advocate for older people to ensure they get the best access to care and support	√	
Experience of leading on projects	√	
Line management skills, including 1-1, appraisals, competencies and knowledge to manage performance related issues	√	
Experience of completing a Quality Mark Assessment		
Knowledge/qualifications		
An understanding of, and interest in older people, their situations and the opportunities they may want and/or need	√	
Knowledge of Safeguarding including when and who to raise alerts with	√	
Understanding of the difficulties faced by disadvantaged groups in accessing information and advice services	√	
Understanding of the voluntary and community sector and inter-agency working	√	
Understanding of and commitment to equal opportunities	√	
Skills		
Excellent wider communication skills, verbal and written with the ability to communicate well and work effectively as a team.	√	
Good computer skills including using main Microsoft packages, as well as experience with different IT systems.	√	
Other requirements		

Committed to keeping own knowledge up to date in order to maintain quality standards		
Commitment to AUKWSBH's vision, mission and values	√	
Ability to travel on occasion to different locations including other AUKWSBH sites	√	
This is an essential car users post. Proof of appropriate insurance cover, including business use, will be requested	√	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	√	