



### **JOB DESCRIPTION**

**Job title:** Welfare Benefits Caseworker

**Reporting to:** Housing, Debt and Welfare Benefits Team Leader

**Salary:** £16,800 p.a. (£28,000 p.a. pro rata)

**Hours :** 21 per week

**Purpose of the Post:**

To offer a specialist welfare benefits casework service to Ealing Law Centre clients.

To ensure that services are delivered to the highest standard, are accessible and quality assured and where appropriate are delivered in accordance with funder requirements.

**Duties and responsibilities:**

To provide specialist advice and casework to users of the Ealing Law Centre and to clients referred by other members of the Ealing Advice Network on complex welfare benefits and tax credit problems

To provide a weekly advice line service and outreach sessions at partner agencies' premises as required.

To provide representation to clients at Appeal Tribunals and other relevant hearings, where appropriate.

To maintain an up to date knowledge of relevant changes in law and policy and undertake training as required.

To undertake non-complex casework on housing cases where Housing Benefit is a core issue

To ensure casework complies with funder requirements.

To carry out regular file reviews and provide casework supervision and in turn, and participate in being supervised and appraised.

To keep accurate case records using ELC's case management system.

To liaise with other voluntary and statutory bodies as necessary to maximise the reach and effectiveness of the service.

To work as part of a team.

To participate in staff and team meetings and contribute to ELC activities as appropriate.

To meet agreed targets, manage own workload and provide reports on work as required.

To work within the policies of the Law Centre.

## **PERSON SPECIFICATION**

### **Essential**

1. At least two years (full-time equivalent) experience providing specialist level welfare benefits casework.
2. Experience of preparing submissions and representing at appeal tribunals.
3. A thorough knowledge of welfare benefits and tax credits law.
4. A commitment to delivering face-to-face advice services to vulnerable and disadvantaged communities.
5. Experience of supervising casework staff and carrying out file reviews.
6. Ability to manage own caseload and meet agreed targets.
7. Understanding of professional advice standards including concept of conflict of interest and client confidentiality.
8. Good interpersonal skills, including good communication skills both verbal and written.
9. Good attention to detail, well organised and able to keep accurate records.
10. An ability to prioritise your workload with the minimum of supervision.
11. A commitment to ELC's Diversity and Equality Policy.

### **Desirable**

12. Experience of housing law

**END**