



Changing lives every day

**Welfare Rights Adviser**

**(37.5 hours)**

**Salary up to £28.5k**

**Starting salary based on experience**

## **Auriga Services Ltd**

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

[www.aurigaservices.co.uk](http://www.aurigaservices.co.uk)

Registered in England Company number 05093179

### **Background**

Auriga Services Ltd is a dynamic, fast growing public benefit entity. With a record of accomplishment spanning 21 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds for water company customers, and income realisation for local authority residents and patients within the NHS. We help 1,000 people every day who are experiencing financial hardship.

We are a company of over 60 friendly staff based in Sutton Coldfield. We are seeking exceptional people with passion, enthusiasm and ability, to join us and make our mission a reality.

We enjoy flexible and home working, a generous holiday allowance, good pension and a great working environment.

### **Job purpose**

Accountable to the Assist team manager, the Welfare Rights Adviser will work with, support, assist and represent vulnerable people of all ages and abilities. You will work with the elderly, ill, disabled and the young out on site, in their homes, support groups, the NHS or schools.

The role will also involve supporting other members of the team to help them reach their full potential. The role will involve some travel.

### **Responsibilities**

Role responsibilities will include but are not limited to;

- ★ Working with and supporting vulnerable people of all ages and abilities. This could include, but is not limited to giving money management advice and helping them to become better money managers. Your role will be far-reaching, challenging and rewarding. You will establish a relationship based on trust to ensure you provide the necessary support and assistance to the vulnerable adult;
- ★ To carry a caseload of enquiries requiring detailed ongoing casework with welfare benefits issues. To maintain appropriate records relating to the clients related activity and interventions within their caseload, ensuring that procedures are followed to ensure quality and client satisfaction;

- ★ To be responsible for sharing knowledge about specific areas with colleagues and others in a variety of training situations;
- ★ To actively engage with the supervision process, making relevant suggestions for personal professional development and service improvement, including committing to a file review process;
- ★ To provide technical guidance to other members of the team;
- ★ To keep knowledge on case law, legal matters, updates and reforms up to date;
- ★ To ensure a high quality service to customers including, but not limited to, face to face, telephone, written and emails;
- ★ Able to identify own training and development needs;
- ★ Ability to work within and adhere to organisational policies and procedures;
- ★ Comply with the requirements of GDPR; and
- ★ Complete other work considered commensurate with the role including, non-specialist areas such as generalist debt advice.

## **Key skills and attributes**

- ★ Excellent in active listening;
- ★ Being able to understand and encourage others to contribute and debate ideas;
- ★ Can offer inspiration and solutions;
- ★ Ability to see the bigger picture, fully aligned with strategic objectives;
- ★ Focused on continuous improvement;
- ★ Being able to work under pressure to plan and manage own caseload and service levels;
- ★ Excellent and adaptable interpersonal skills both in formal and informal situations;
- ★ Excellent written, verbal and presentation skills;
- ★ Flexible, self-motivated, enthusiastic and resilient;
- ★ Attention to detail; and
- ★ Focused on outcomes without compromising on quality.

## **Person specification**

### **Education and qualification**

Good standard of education, including Mathematics and English.

## Experience & Knowledge

### Essential

- ★ An experienced advice worker with at least 2 years' experience;
- ★ Excellent knowledge of the benefits system;
- ★ A good working knowledge of welfare rights;
- ★ IMA qualified or working towards; and
- ★ IT literate.

### Desirable

- ★ Knowledge of the charity sector; and
- ★ Knowledge of debt advice practice.

### Equal Opportunities

Auriga Services is an Equal Opportunities employer. We will use appropriate job descriptions, objective assessment methods and active consideration will be given to all applicants regardless of their age, gender, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, pregnancy, race, colour, nationality, national or ethnic origins and disability and other differences that cannot be justified.

### Contract and Hours

This is a permanent full time contract, working 37½ hours per week with occasional additional work as required.

### How to apply

Please send a letter introducing yourself, as well as providing us with a job relevant CV.

We are keen for candidates to take the extra effort to research about Auriga, and demonstrate a desire to work in a company with our values.

**Please send your covering letter and CV by email to:**

**Danielle Pritchett** – [dpritchett@aurigaservices.co.uk](mailto:dpritchett@aurigaservices.co.uk)

Closing Date: Friday 13th March 2020 - 5pm

Interview Dates: Detail to be provided after shortlisting.