



Changing lives every day

Trainee Welfare Benefits Adviser

(37.5 hours)

**Up to £23,000 upon
successful completion of
training**

Auriga Services Ltd

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

www.aurigaservices.co.uk

Registered in England. Company number 5093179

Background

Auriga Services Ltd is a dynamic, fast growing public benefit entity. With a track record spanning 23 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 1,300 people every day who are experiencing financial hardship.

We are a company of over 85 friendly staff based in Sutton Coldfield. We are seeking exceptional people with passion, enthusiasm and ability to join and make our mission a reality.

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

Job Details

Accountable to the Assist Team Manager, the Trainee Welfare Benefits Adviser will work with, support, assist and represent vulnerable people of all ages and abilities to improve their financial situation and wellbeing. You will assess people's circumstances and assist them accordingly. This will involve helping people to apply for welfare benefits, charitable grants and to offer budgeting advice and signpost and refer to appropriate agencies and organisations. 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 may involve some travel. The successful candidate is required to hold an enhanced DBS certificate.

The salary for the role will increase incrementally in line with successful completion of training 'milestones', up to the advertised rate.

No previous experience is required but a commitment to learning is essential to successfully complete the training. This role is ideal for someone starting their career path or looking to change vocation.

We are located in Sutton Coldfield in the West Midlands, but are open to remote working candidates.

Responsibilities

Role responsibilities will include but are not limited to:

- ★ Working with and supporting vulnerable people of all ages and abilities to try to maximise their income and improve their financial circumstances and wellbeing. You will establish a relationship based on trust to ensure you provide the necessary support and assistance;
- ★ Develop and manage interviews with clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s);
- ★ Actively encourage engagement from clients referred through to the service from both internal and external sources;
- ★ To carry a caseload of enquiries requiring detailed ongoing casework. To maintain accurate and appropriate records relating to each case, recording all activity, interventions and outcomes within the case record whilst ensuring that correct procedures are followed, to ensure quality standards are met;

- ★ To ensure a high quality service to customers including, but not limited to, face to face, telephone, written and emails;
- ★ Complete an initial assessment of a client's needs to identify areas where support is required and plan next steps/provide support throughout the process;
- ★ Work with colleagues, stakeholders and health and social care professionals to evaluate caseload needs and the progress that has been made;
- ★ Ensure that your knowledge is kept up to date with regard to signposting clients to Local Welfare Provision, Trust Funds, OT assessments etc;
- ★ Manage your own workload, administration and diary commitments;
- ★ Travel off site to attend dialysis units and to carry out home visits where required;
- ★ Ability to work within and adhere to organisational policies and procedures; including confidentiality, safeguarding and equality and diversity;
- ★ Comply with the requirements of GDPR at all times; and
- ★ Ability to identify when a case requires escalation to a Welfare Rights/Debt Adviser and liaise with them regarding progress.
- ★ Carry out other duties commensurate with the post as required.

Key skills and attributes

- ★ Good knowledge of IT packages including MS Office;
- ★ Focused on continuous improvement;
- ★ Ability 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;
- ★ Excellent attention to detail; and
- ★ Focused on outcomes without compromising on quality.

Person specification

Education and qualification

- ★ Educated to GCSE level (or equivalent by experience).

It is essential that applicants for this role have:

- ★ An ability to monitor and maintain own quality standards;
- ★ Ability to monitor and maintain own performance targets;
- ★ Ability to work under pressure and to plan and prioritise as necessary;
- ★ A flexible approach and ability to work as part of a team;
- ★ Excellent written and spoken English and ability to communicate at all levels with particular emphasis on negotiating;

- ★ Proficient IT skills;
- ★ To work as part of the team effectively meeting all objectives and targets;
- ★ To understand the importance of team work and be able to work both independently and as a valued team member;
- ★ Comply with the requirements of the GDPR; and
- ★ Be required to hold an enhanced disclosure barring certificate;
- ★ Excellent organisational skills

It is desirable that applicants for his role have:

- ★ A basic understanding of the welfare benefits system;
- ★ Knowledge of services provided by the NHS, social care, trust funds and or debt services

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 37.5 hours per week with occasional out of hours work as required.

How to apply

Please send a job relevant CV *and a covering letter* that explains why you would be a suitable candidate for this position and why you would like to work for Auriga Services. We're looking for those that take the extra effort to do some research about us and demonstrate a desire to work in a company with our values.

We automatically reject an application that arrives without a covering letter.

Please send your covering letter and CV by email to:

Eleanor Poole: epoole@aurigaservices.co.uk and

Adam Burgess: aburgess@aurigaservices.co.uk

Closing Date: 5:00pm on Thursday 30th September 2021

Interview Date: To be confirmed following shortlisting