



Changing lives every day

Senior Welfare Benefits Specialist

Full Time (37.5 hours)

Salary from £28,000 dependent on experience

Job Purpose

Accountable to the Assist team manager, the Senior Welfare Benefits Specialist 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, completing mandatory reconsiderations and representing them at tribunal. You will work with the elderly, ill, disabled and the young. This will be primarily remotely but, once Covid-19 restrictions have been suitably eased, may also include on-site consultations with clients; this could be in their homes, support groups, NHS sites or in schools.

The role will also involve mentoring and supporting other advisers to help them reach their full potential, and will involve some travel.

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;
- ★ Helping people to apply for welfare benefits, trust funds, OT assessments etc. As well as assisting with completing mandatory reconsiderations and representing people at tribunal.
- ★ Providing technical supervision to support the Welfare Benefit Advice team in their roles to ensure the service is accurate, effective and tailored to the individuals' circumstances.
- ★ Actively seek ways of assisting the Management Team in the management of the welfare service. This includes contributing to thinking about development of systems, services and staff;

- ★ To be responsible for sharing knowledge about specific areas with colleagues and others in a variety of formal and informal training situations;
- ★ To develop and motivate the Auriga Assist team through staff mentoring and guidance including feedback;
- ★ To conduct monthly case reviews of the Auriga Assist team in line with established Quality Standards and provide feedback to team members;
- ★ To be the first point of contact for the Auriga Assist team on complex issues;
- ★ To assist in the design and development of the service;
- ★ To keep up to date and share knowledge with the team on legislation, case law, policies and procedures and undertake appropriate training as and when required;
- ★ To ensure a high-quality response to customers including, but not limited to, face to face, telephone, written and emails;
- ★ Able to proactively identify own training and development needs and those of others;
- ★ Ability to work within and adhere to organisational policies and procedures and ensure work meets internal and external SLAs;
- ★ Comply with the requirements of GDPR; and
- ★ Carry out other duties commensurate with the post as required.

Key Skills and Attributes

The ideal candidate for the role would have the following:

- ★ Be required to hold an enhanced disclosure barring certificate;
- ★ Proven ability in helping an individual reach their full potential;
- ★ Excellent in active listening;
- ★ Being able to understand and encourage others to contribute and debate ideas;
- ★ Focused on continuous improvement;
- ★ Able to demonstrate an end to end approach to process innovation;
- ★ Excellent and adaptable interpersonal skills both in formal and informal situations;
- ★ Excellent written, verbal and presentation skills;
- ★ Flexible, self-motivated, enthusiastic and resilient;
- ★ Focused on outcomes without compromising on quality.

Education and Experience

- ★ Educated to GCSE level (or equivalent by experience).
- ★ At least 5 years' experience working in the advice sector;
- ★ Experience of conducting quality and performance reviews and/or coaching activities;
- ★ Excellent and up to date knowledge of the Welfare Benefits system;
- ★ Experience of providing a specialist tribunal service or other representation to customers;
- ★ A good working knowledge of welfare rights and debt advice practice;

A Little about Auriga

Auriga Services is a dynamic, fast growing public benefit entity with a vision to **support three million healthy homes by 2030**.

With a record of accomplishment spanning 22 years, we 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 making a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds, realisation of Welfare Benefits, Debt Advice, Welfare Reform services and emergency fuel payments. Our clients are the major water and energy utility companies, local authorities and the NHS.

Why Work for Auriga

We are seeking exceptional people with passion, enthusiasm, and ability to join and make our mission a reality.

- ★ A job and a career with induction, training and development
- ★ Holiday entitlement starts at 28 days and increases with length of service
- ★ Working patterns and hours that can be flexible, subject to meeting business needs
- ★ Generous pensions contribution
- ★ Location close to Sutton Coldfield centre and 2 minutes from Sutton Coldfield station
- ★ Equal Opportunities Employer

Interested? Here's How to Apply:

Please forward an up-to-date CV, together with a covering letter expressing your motivation for applying to:

John Attwooll, Team Manager – JAttwooll@aurigaservices.co.uk

Closing Date 14th January 2022

