



Changing lives every day

Trainee Welfare Benefits Adviser

Full time

37.5 hours

Up to £23,000 upon successful completion of training

Job Purpose

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.

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;
- ★ 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
- ★ 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

The ideal candidate for the role would have the following:

- ★ Good knowledge of IT packages, including MS Office, and proficient IT skills;
- ★ Focus 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;
- ★ 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 effectively to meet all objectives and targets;
- ★ Excellent written, verbal and presentation skills;
- ★ Flexible, self-motivated, enthusiastic and resilient;
- ★ Excellent attention to detail; and
- ★ Focused on outcomes without compromising on quality.
- ★ Hold an enhanced disclosure barring certificate;
- ★ Excellent organisational skills
- ★ A basic understanding of the welfare benefits system;
- ★ Knowledge of services provided by the NHS, social care, trust funds and or debt services

Education and Experience

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

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:

Kerry Garland, Team Manager – Kerry@aurigaservices.co.uk

Closing Date 14th January 2022

Please note: we automatically reject any application without a covering letter.

