



Changing lives every day

Welfare Benefits Specialist

Contract Type (Permanent/Full time)

37.5 Hours per week

Salary up to £26,000 dependent on experience

Job Purpose

Accountable to the Assist team manager, the 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 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);
- ★ 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;
- ★ 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;
- ★ Manage your own workload, administration and diary commitments;

- ★ Travel off site to attend dialysis units and to carry out home visits where required;
- ★ To ensure a high-quality service to customers including, but not limited to, face to face, telephone, written and emails;
- ★ Work with colleagues, stakeholders and health and social care professionals to evaluate caseload needs and the progress that has been made;
- ★ Provide some 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;
- ★ 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;
- ★ 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;
- ★ Have an in-depth and up to date understanding of the welfare benefits system;
- ★ Knowledge of services provided by the NHS, social care, trust funds and or debt services;
- ★ Excellent in active listening;
- ★ Being able to understand and encourage others to contribute and debate ideas;
- ★ Excellent organisational skills;
- ★ Focused on continuous improvement;
- ★ Excellent and adaptable interpersonal skills both in formal and informal situations;
- ★ Excellent written, verbal and presentation skills;
- ★ Excellent attention to detail;
- ★ Flexible, self-motivated, enthusiastic and resilient;
- ★ Ability to monitor and maintain own performance targets;

- ★ A flexible approach and ability to work as part of a team effectively to meet all objectives and targets;
- ★ Ability to work under pressure to plan and manage own caseload and service levels;
- ★ Focused on outcomes without compromising on quality

Education and Experience

- ★ Educated to GCSE level (or equivalent by experience);
- ★ At least 2 years' experience in the advice sector;
- ★ Experience of providing a specialist tribunal service or other representation to customers;
- ★ Excellent and up to date working knowledge of the benefits system;

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

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

