

# Job Description and Person Specification

Role: Senior Welfare Rights Officer



# Job Description

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| <b>Job Title</b>           | Senior Welfare Rights Officer                |
| <b>Grade</b>               | G7   |
| <b>Service</b>             | Skills, Employment & Adult Education service |
| <b>Reports to</b>          | Employment Development Manager               |
| <b>Location</b>            | Job Shop and outreach locations              |
| <b>Job Evaluation Code</b> | D2616D                                       |



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our Priorities** – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



# About the Service your team will provide

## Purpose of the role

1. To provide a wide range of welfare rights support to various client groups including, Employment and Support allowance and Universal Credit recipients, young people, migrants and lone parents.
2. To assist clients in returning to work by assessing and addressing their financial situation, including benefit entitlements and any other barriers to employment.
3. To develop links with various agencies and other welfare rights organisations, and work with them in the best interests of the client.
4. Responsible for overseeing the work of the Welfare Rights Team, ensuring comprehensive advice is given to clients and ensuring the team maintains up-to-date knowledge of changing legislation and good practice.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Attend training, gather and disseminate information to ensure the Employment Team's Welfare Rights team are kept up to date with developments in the field.
2. Provide advice and support to the Welfare Rights Advisors on client cases.
3. Develop and maintain a quality assurance system to monitor the standard of advice given to clients and check the accuracy of client case-sheets and other records kept.
4. Design policies and procedures in relation to the welfare rights service: ensuring technical knowledge is maintained, clients are fairly and efficiently represented, and appropriate action is taken around sensitive cases.
5. Ensure good communication between the Welfare Rights Advisors, and across the whole Employment Team.
6. Interview and identify financial and housing issues, giving appropriate advice/information in the interests of clients returning to the workplace.
7. Provide a comprehensive debt advisory service where required.
8. Refer clients onto other independent welfare rights organisations when appropriate, for further advice or representation.
9. Effectively communicate with external and internal organisations negotiating a range of issues in the interests of the client.
10. Develop exit strategies with clients, ensuring that they leave to a positive outcome, or where appropriate their case is transferred to another agency within the timespan of the Employment Team's various employment projects.

11. Establish and maintain partnerships with external organisations in the public, private and voluntary sectors, and community-based agencies, promoting the work of the Employment Team and delivering outreach and guidance sessions.
12. Ensure accurate completion of a range of online benefit applications, and letters and forms associated with debt.
13. Collect management information on the service provided to clients and other personal information when required for research and evaluation purposes.
14. Develop customer care procedures and adapt the service in response to customer feedback if appropriate.
15. Attend any necessary training as required.
16. Undertake the Employee Management role in accordance with the Coventry City Council Equal Opportunities and Employee Development Policies, thus maximising their contribution to the achievements of the Employment Team.
17. Take responsibility for recruitment, personal development and management of individuals where required.
18. Motivate, deploy and guide the team to provide a flexible and effective service which achieves the outcomes set.
19. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

| External  | Internal   |
|---|--|
| Employers<br>Advice & Guidance Services<br>DWP, NCS and other advisory services | Employment, Skills and Adult Education Colleagues<br>Other internal services ie Benefits, Public Health, Occupational Health etc |

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

**Responsible for:**

Staff managed by postholder: NA

## Person specification

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| <b>Job Evaluation Code</b>   | D2616D |
| <b>Knowledge</b>   |        |
| <ul style="list-style-type: none"><li>• An understanding of the social and economic circumstances facing long term unemployed people.</li><li>• Knowledge of welfare rights, "in-work" benefits and debt counselling.</li><li>• Knowledge of the role of the voluntary and statutory agencies within the benefits system.</li><li>• Knowledge of the issues pertaining to delivering an outreach service.</li><li>• Knowledge of equal opportunities within a service delivery context.</li></ul>  |        |
| <b>Skills and Abilities</b>  |        |
| <ul style="list-style-type: none"><li>• Excellent interpersonal skills and ability to communicate effectively, both verbally and in writing, to suit the audience.</li><li>• Ability to supervise staff, provide advice and support, and give constructive feedback.</li><li>• The skill to recognise when to refer clients for further advice.</li><li>• Ability to produce "in-work" benefit calculations.</li><li>• Ability to work as part of a team and on own initiative demonstrating flexibility and resourcefulness.</li><li>• Ability to work with staff from other organisations developing good working relationships, recognising that other's priorities may be different from your own.</li><li>• Ability to respect client confidentiality, diffuse difficult situations and offer positive ways forward.</li><li>• Ability to collect and disseminate relevant information whilst respecting client confidentiality.</li><li>• Ability to complete relevant documents accurately and on time.</li><li>• Ability to organise own workload and meet deadlines.</li><li>• Have good presentation skills and an ability to produce reports/assessments.</li><li>• Able to undertake travel around the city to visit other organisations and venues and attend meetings.</li></ul> |        |
| <b>Experience</b>  |        |
| <ul style="list-style-type: none"><li>• Substantial experience of providing welfare rights advice within a Citizens Advice Bureau, or similar environment, in the public or voluntary sector to unemployed people.</li><li>• Experience of providing debt-counselling service within a Citizens Advice Bureau, or similar environment in the public or voluntary sector.</li><li>• Experience of working collaboratively with other organisations in the public, private and voluntary sectors in the interests of the client.</li><li>• Experience of supervising staff.</li><li>• Experience of working in a team.</li></ul>   |        |



- Experience of delivering an outreach service.

**Qualifications**

Relevant degree, CAB qualification, or several years of working in this field

**Special Requirements**

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

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| <b>Date Created</b> | December 2024 | <b>Date Reviewed</b> | December 2024 |
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