



Coventry City Council

Job Description

Post:	Welfare Benefits Adviser	Job Number:	P1001D
Service:	Customer Services	Post Number:	
Location:	Agile	Grade:	5

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.

Job Purpose:

Working as a member of the Community Support Team to provide a high-quality welfare benefits advice, interviewing / outreach and visiting service to the public, voluntary and statutory agencies and a pro-active service to promote the take up of welfare benefits.

Main Duties and Responsibilities:

1. Liaise with referred customers / organisations to the service offering advice and maximising access to the full range of welfare benefits.
2. Organise and undertake home visits or personal interviews, if appropriate, in order to offer advice and information and complete benefits claim forms.
3. Foster and maintain links with voluntary and statutory organisations.
4. Maintain accurate case records, undertake regular follow up work and monitor results.
5. Correspond with customers and voluntary and statutory organisations in a clear and accurate manner.
6. Assist with the development of efficient and effective procedures and policies.
7. Undertake training and personal study time on a regular basis and keep up to date with current legislation and developments in the field of welfare benefits.
8. Adopt a proactive approach to the take up of benefits by identifying areas of need and organising and participating in take up campaigns.
9. Assist with the production and display of publicity materials to promote the service throughout the city. Attend presentations to client groups and partner organisations to raise awareness of welfare benefits.

10. Responsible for organising own workload and prioritising work to ensure duties are carried out satisfactorily.
11. Assist with the development and implementation of new technology.
12. To promote, communicate and help deliver corporate plans and Coventry Connects strategy, with a focus on improving quality of service, access and efficiency.
13. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: N/A

Responsible to: Customer Services Team Manager

Date Reviewed: December 2021

Updated:



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Extensive knowledge and understanding of welfare benefits and related issues.
	<ul style="list-style-type: none">• Working knowledge of Microsoft Word, Excel, Outlook and database packages.
	<ul style="list-style-type: none">• Appreciation of the need to undertake regular training and maintain up to date knowledge of welfare benefits.
	<ul style="list-style-type: none">• Appreciation of the need to make a positive contribution to the development of the service
	<ul style="list-style-type: none">• Appreciation of the need to perform duties in accordance with corporate and departmental policies.

Skills and Abilities:	<ul style="list-style-type: none">• Excellent communication skills, both verbal and written.
	<ul style="list-style-type: none">• Good listening skills and ability to interpret and record sensitive and complex information.
	<ul style="list-style-type: none">• Able to communicate effectively and confidently with people from a wide range of backgrounds.
	<ul style="list-style-type: none">• Able to foster and maintain positive links with voluntary and statutory organisations.
	<ul style="list-style-type: none">• Able to organise and prioritise work with the minimum of supervision.
	<ul style="list-style-type: none">• Basic computer skills.
	<ul style="list-style-type: none">• Ability to work as part of a team.
	<ul style="list-style-type: none">• Ability to adapt to a flexible working pattern.
	<ul style="list-style-type: none">• Ability to project a positive and professional image.
	<ul style="list-style-type: none">• Ability to complete lengthy claim forms in a clear and well-reasoned manner.
	<ul style="list-style-type: none">• Ability to identify and organise ways of encouraging benefit take up.

Experience:	<ul style="list-style-type: none">• Minimum of 2 years' experience of working in a welfare benefits advice work setting.
	<ul style="list-style-type: none">• Experience of dealing with the public in a service delivery environment
	<ul style="list-style-type: none">• Experience of completing benefit claim forms.
	<ul style="list-style-type: none">• Experience of benefit take-up work.
	<ul style="list-style-type: none">• Experience of working within a team with measurable targets and deadlines.



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Educational:	• High standard of numeracy and literacy.
	• Advice and guidance certification – NVQ Level 3 equivalent

Special Requirements:	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
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Date Reviewed: December 2021

Updated: