

## **Welfare Benefits Worker**

(Post Ref: PR123)

<b>Line Manager:</b>	Team Leader
<b>Salary Scale:</b>	SCP20 £30,296 (Actual £13,850)
<b>Location:</b>	Carers Leeds Office
<b>Hours:</b>	16 Hours (over 2 days)
<b>Contract:</b>	12 months from start date

### **Purpose of the role**

To provide advice and assistance on completion of appropriate Welfare Benefits and maximise carer income through benefit surgeries and 1-1 support. Information and support will be provided over the telephone, in writing or email and face to face.

### **Main responsibilities and duties:**

1. Provide advice, information, and where necessary practical assistance in making timely claims for welfare benefits to ensure that carer income is maximised.
2. Understand relevant legislation, guidance, and policies and how any welfare benefits claimed and awarded impact on a carer income.
3. Demonstrate a commitment to continuous improvement by accessing development opportunities, keeping up to date with changes to benefits by reading relevant publications and attending training sessions.
4. Collect and collate information on the number of claims made for individual benefits and the outcome of these claims, for the benefit take up achieved to be recorded.
5. Manage own workload, processing high quality information / data accurately and in a timely manner.
6. To work as part of the Carers Leeds staff team to signpost carers into appropriate support ensuring their needs are met in a timely way.

### **Core Values & Behaviours:**

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect staff, trustees, and volunteers to do, to enact our values. These values and behaviours apply to how staff,

trustees and volunteers interact with each other and the way we work with carers and external partners.

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

- **Integrity** – we are honest, fair and speak up.
- **Accountability** – we do what we say we will and take responsibility for our actions.
- **Inclusion** – we value differences and take action to reduce exclusion.
- **Respect** - we value and listen to each other.
- **Excellence** - we continually improve through listening, learning and innovation.
- **Kindness** - we are friendly, caring, and considerate.
- **Empowerment** - we support, trust, and promote empowerment to make a difference.

### **Respect for service user Confidentiality.**

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role.

This post is subject to a satisfactory DBS check.

### **Person Specification**

*Applicants for this role should use your application form to show that you meet all of the essential criteria outlined in the person specification for the position. If you fail to demonstrate this, or are unable to meet the criteria, it is unlikely you will be shortlisted for an interview for this post.*

	<b>Knowledge and understanding</b>	<b>Essential/ Desirable</b>	<b>How identified Application / Interview</b>
1	Knowledge of state welfare benefits and tax credit systems relating to carers	E	A/I
2	Ability to communicate effectively, face to face, in writing and by telephone	E	A

3	Experience of providing welfare benefits advice and form completion	D	A/I
4	Understanding of the needs of carers and of the issues around access /barriers to services faced by some members of the community.	E	A/I
	Demonstration of a commitment to equality and diversity	E	I
	Understanding of the ethos of the voluntary and community sector	D	I
	Understanding of Safeguarding principles	E	I
	<b>Skills and Competency</b>		
5	Experience of working independently scheduling and prioritising own work to meet service requirements	D	A
6	Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.)	D	A/I
7	Excellent verbal, listening and written communication skills.	E	A/I
8	Strong level of IT skills and experience of using a database	E	A
9	Proven teamwork skills as well as ability to work on one's own	E	A/I
10	Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs	E	A/I
	<b>Behaviour and Personal Attributes</b>		
11	Can demonstrate the behaviours which align to Leeds Carers values.	E	A/I
12	Ability to demonstrate confidentiality	E	A