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| **Welfare Rights Officer (Health)** |
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| **Service:** | Welfare Rights and Debt Advice | **Grade:** | 3B | **Salary:** | £26,999 - £29,636 |
| **Reporting to:** | Senior WRO (Service Manager) | **Location:** | Civic Centre, Swinton | **Hours:** | Up to 36 |
| **About the role** |  | **Our priorities**  |
| * To provide a comprehensive and specialist Welfare Rights advice service in GP practices This includes home visits.
* To carry out Welfare Rights casework that arises from this work including representation at Appeal Tribunals.
* Duty cover of the general telephone and email welfare rights service
* Use case recording systems to keep accurate and up to date case notes and uploading of documents
* To liaise and work closely with GPs, practice managers, primary health and social care teams Primary Health Care professional staff, GPs, Social Services staff and other agencies.
* To contribute to the design and delivery of welfare rights training for primary health care teams
* To develop and maintain referral systems within GP practices /health centres and other agencies.
* To publicise/promote take-up work and the Service through talks and contact with community and service user groups.
 |  | Lacie RAID Backup:USERS WORKING FILES:Johnny_Working files:3-4995 - Role profile template:Working files & Artwork:Working files:3-4994 - Great Eight_Poster copy.png |
| **Key outcomes** |
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| * The delivery of a high quality comprehensive specialist welfare rights advice service that meets the needs of and increases the access to advice for people with health problems in Salford.
 |  | * The reduction of poverty and ineqality, and enhanced quality of life of the people of Salford.
* Improved health and a high level of client satisfaction.
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| **What we need from you** |
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| * Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes
* Professional credibility through proven relevant experience
* To model and demonstrate our values and behaviours
* Up to date proven experience and expertise in benefits case work including representation at appeals.
* Expert knowledge of social security law, ability to identify relevant case law.
 |  | * Strong written and verbal communication skills especially with vulnerable people.
* Good literacy, numeracy and IT skills .
* Good administraive and organisational skills.
* An ability to work alone as well as part of team.
* Ability to establish effective relationships with service users, colleagues and staff in other agencies.
* A comittment to the promotion of anti-poverty and equality work.
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| **Application Guidance**  |  | **Our values**  |
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| We are a values based organisation so reflecting our values or a values based approach in your evidence will support your application.The ‘Key outcomes’, ‘What we need from you’ and ‘our leadership behaviours’ sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don’t give up if you are not able to reflect all of these in your application. Click here to enter text. |

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