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| **Senior Welfare Rights Officer (Community Care)** |
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| **Service:** | Welfare Rights and Debt Advice | **Grade:** | 4A | **Salary:** | £31,288 - £34,196 |
| **Reporting to:** | Principal Officer (WR and DA) | **Location:** | Civic Centre, Swinton | **Hours:** | 36 |
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| **About the role** |  | **Our priorities**  |
| * Management - to directly line manage/supervise the Charging Assessors and Welfare Rights Advisers in the Welfare Rights Community Care Team. This would include ensuring staff are skilled, receive appropriate training and work to agreed quality mark standards; supporting staff to undertake casework at all appropraite levels including, for Welfare Rights Advisers, to Upper Tribunal if necessary.
* Charging Assessment Policy - keep up to date with issues that mght impact on the Council's policy regarding charging for domiciliary and home care services including community care and social security legislative changes, case law and Government policy. Brief the Council and commissioning officers accordingly to ensure the Policy is effective, up to date and consistent with other Council obejectives eg. Anti-poverty Strategy.
* Charging Assessment Appeals - arrange for cases where a service users are unhappy with their assessment to be reviewed and, if necessary, brought before an independent Panel for resolution.
* Partnership - liaise and work closely with social work teams, finance officers, Client Affairs and other professionals involved in the commissioning and delivery of community care services. Liaise with benefit administation partners eg. DWP, HMRC, Housing Benefit and Councuil Tax Reduction staff.
* Welfare Rights Service - contibute to the overall management of the Welfare Rights Service and its delivery across the City. This includes keeping up to date with changes in social security legislation, policy and procedures, helping to monitor intake, allocations and participating in the duty rota system.
* Training - design and deliver training for front-line staff and agencies on the Charging Policy and associated topics as well as contributing to thye delivery of a programme of Welfare Rights training more generally.
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| **Key outcomes** |
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| * The reduction of poverty and ineqality, and enhanced quality of life of the people of Salford.
* The delivery of a fair, consistent and affordable charging assessment process for home and day care users.
* The delivery of a professional Welfare Rights Service and Debt Advice Service
* Influencing policies that directly impact on the lives of those living on low incomes in the City.
* A high level of client satisfaction.
* Skilled and empowered frontline staff working with financially vulnerable people.
* Staff that feel valued and work together as a team.
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| **What we need from you** |  | **Our values**  |
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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
* Models and demonstrates our values
* Extensive experience in welfare benefits work and knowledge of social security legislation.
* A good understanding of the legal remedies for challenging social seurity decisions.
* A firm grasp of the legislative framework regarding Community Care law, charging for care services and the responsibilities of local authorities.
* A good understanding of how changes in the method of delivery of community care services affects the ability to charge for them.
* An ability to manage and supervise a team of charging assessors and Welfare Rights Advisers.
* An ability to work positively as part of a team.
* Proven ability to design and deliver training relevant to the team's work.
* Good organisational and communication skills.
* An ability to translate the work of the Service into an evidence base to inform and influence Anti-poverty work.
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| **Application guidance** |

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.