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## **JOB DESCRIPTION**

### Salford City Council

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| **DIRECTORATE: Community, Health and Social Care** | **SECTION: WRDAS** |

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| **JOB DETAILS:**  **Job Title: Welfare Rights Adviser (Carers)**    **Grade:** Scale – 2C, 3A, 3B    **Location of Work:** Civic Centre  **Directly responsible to:** Senior Welfare Rights Officer (Community Care)  **Directly responsible for:** n/a  **Possible Promotion to:** Welfare Rights Officer  **Hours of Duty:** 36  **Post Ref No:** |

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| **PRIMARY PURPOSE OF THE JOB:**  1) To visit carers to offer comprehensive benefit advice to assist both them and the person cared for to make informed decisions about their welfare benefit entitlement and how that will link with paying for care. Clients will include the carers of the elderly, frail and disabled people who are receiving or are in need of care services. |

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| **MAIN DUTIES AND RESPONSIBILITIES/ACCOUNTABILITES:** Professional 1) To provide advice about benefit entitlements for carers and the cared for to ensure a comprehensive understanding of the inter dependency within the benefit system. This may be delivered in their own homes, via the telephone and/or office interview as appropriate.  2) To undertake follow-up work arising from this advice, including telephone negotiation, form completion and written representation.  3) To assess and provide advice and assistance, on the Directorate's charges for domiciliary and day care services.  4) Depending upon grade and experience, to either make detailed referrals to Welfare Rights Officers where more complex welfare rights issues are involved **(2C)**, or to undertake representation at Appeal Tribunals **(3A)** and take cases to the Social Security Commissioner **(3B)**.  5) Depending upon grade and experience, to undertake appropriate training on Welfare Rights for City Council staff and other statutory and voluntary agencies **(3B)**.  6) To maintain up to date knowledge of relevant legislation, guidance and case law on welfare benefits to a level appropriate to grade and experience as set out in the ‘Salary Progression Criteria’.   1. To keep statistical records of advice enquiries received and processed. 2. To participate in the Service's publicity and promotional activities as appropriate including talks appropriate to grade and experience as set out in the ‘Salary Progression Criteria’.  General  1. To ensure that all administrative and organisational tasks associated with the work are performed efficiently.      1. Undertake any other duties that may be assigned to the post-holder by the Director of Community, Health and Social Care, Assistant Director, Principal Officer or line manager from time to time. 2. The post-holder shall carry out his/her duties with full regard to the City Council's Equal Opportunities Policy and Community Strategy. 3. The post-holder shall contribute and demonstrate a commitment to the City Council’s Crime and Disorder Reduction Strategy. 4. To require and ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner. 5. To act at all times with due regard to the Authority's Health and Safety Policies and related Codes of Practice.   The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Authority will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |

**Date Job Description prepared/revised: 7th December 2016**

**Prepared/revised by:**  Senior Welfare Rights Officer

(Community Care)

**Agreed Job Description signed by Holder: ­­­­­­­­­­­**