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| **Department** | **CHIEF EXECUTIVES** |
| **Job Title** | WELFARE BENEFITS SUPPORT OFFICER |
| **Grade** | E |
| **Primary Purpose of Job** | OUTREACH BENEFITS SUPPORT AND FORM COMPLETION SERVICE |
| **Reporting To** | SENIOR WELFARE RIGHTS OFFICER |
| **Staffing**  **Responsibilities** | N/A |

**Main Duties**

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| **1** | To support residents in Bolton in claiming and maintaining their welfare benefit entitlements |
| **2** | To develop and deliver benefit surgeries in a range of outreach locations and organise appropriate take up activity |
| **3** | To assist customers to complete paper and online claims and mandatory reconsideration applications |
| **4** | Where appropriate to accompany vulnerable customers to medical assessments where the claim is otherwise at risk of failure |
| **5** | To refer to and work in partnership with other services to ensure that there is no duplication between agencies |
| **6** | To maintain timely and accurate casework files and statistical records |
| **7** | To plan and organise own workload and assist with the evaluation of service development |
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| **Date Job Description prepared/updated:** | **April 2019** |
| **Job Description prepared by:** | **Principal Officer Welfare Rights** |



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| **Department** | | | | **chief executives** | | |
| **Job Title** | | | | **WELFARE BENEFITS SUPPORT OFFICER** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Current knowledge of the welfare benefits system and the conditions of entitlement to disability, means tested and contributory benefits | | | | | Application Form/Interview/ work related exercise |
| 2. | Ability to accurately, coherently and legibly complete detailed forms on paper or electronically | | | | | Interview/work related exercise |
| 3. | Ability to communicate sensitively and coherently with a variety of audiences | | | | | Interview/work related exercise |
| 4. | Ability to advocate on behalf of customers with third parties | | | | | Application Form/Interview |
| 5. | Ability to plan, organise and prioritise a varied workload and meet deadlines | | | | | Interview/work related exercise |
| 6. | To be able to proactively develop and maintain effective working relationships with customers and colleagues and partners in other agencies | | | | | Application Form/Interview |
| 7. | To have the ability to use relevant ICT databases, software and devices to input, collate and report on information from a variety of sources | | | | | Application Form/Interview |
| 8. | To be able to seek feedback on the service and identify opportunities for service improvement and development | | | | | Interview |
| 9. | Ability to produce information resources for customers and colleagues and deliver support and training to enable colleagues to assist customers | | | | | Application Form/Interview/ work related exercise |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Substantial experience of delivering benefits advice and working with customers in an advice and information setting. | | | Application Form/Interview | |
| 2. | | Experience of working with vulnerable customers in a supportive capacity | | | Application Form/Interview | |
| 3. | | Experience in using I.T. systems i.e. ability to use a computer and the software within the windows package (Access, Word, Excel, Outlook, etc). | | | Application Form/Interview/ work related exercise | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Lone working may be required | | | Interview | |
| 2. | | Ability to travel effectively around the Borough | | | Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Experience in advocating for customers | | Application Form/Interview |
| 2. | Experience of delivering presentations and training | | Application Form/Interview |

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| **Date Person Specification prepared/updated:** | **April 2019** |
| **Person Specification prepared by:** | **Principal Welfare Rights Officer** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.