**Benefit Advisor**

**Job Description**

**SALARY: £15,000**

**HOURS: 18 hours per week**

**CONTRACT: Permanent**

**LOCATION: Elmbridge West**

**Key tasks:**

* Giving advice and practical support to clients with benefits enquiries
* Checking eligibility and award letters, doing routine benefits calculations
* Advising on available sources of income, including welfare benefits, grants, discretionary payments and other schemes.
* Making appropriate referrals for other issues, e.g. employment, family, housing.
* Maintaining quality standards in the provision of advice, ensuring good case management and accurate case recording.
* Being able to provide case studies and data for reporting purposes.
* Offering support to other advisers with benefits cases.

**Social Policy/Research & Campaigns:**

* Assist with campaigns and research by providing case studies and examples of issues identified.
* Provide management information as and when required

**Professional Development:**

* Keep own knowledge updated
* Identify own training needs
* Attend relevant internal and external meetings and training events
* Attend support & supervision sessions and team meetings as requested.

**Other Duties and Responsibilities:**

* Demonstrate commitment to the aims and policies of Citizens Advice Elmbridge West.
* Abide by health and safety guidelines and share responsibility for own and colleagues safety.
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Ability to mentor staff and volunteers wanting to develop in the area of WB

**Person Specification**

When we shortlist and interview for this post, the Person Specification will be used to assess each applicant in terms of their ability to do the job as set out in the job description.

When completing the application form you should try to show how your skills, qualities and experience match each of the criteria below.

**The Post holder shall have:**

**Essential criteria**

1. Ability to prioritise tasks and manage time effectively under own initiative to meet deadlines and targets.
2. The ability to communicate effectively and sensitively with clients and third parties from any background.
3. The ability to monitor and maintain own standards and to keep accurate case records.
4. Good practical knowledge of IT systems for case recording, researching and communicating.
5. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunity policy.
6. Understanding of current issues affecting communities and their implications for clients and service provision.

**Desirable**

1. Experience in a Citizens Advice office.
2. Experience of providing welfare benefits advice with casework.
3. Knowledge of welfare benefits, able to deal with more complex issues in a system where Universal Credit and legacy benefits coexist.
4. Ability to check benefits awards and perform calculations, identifying entitlement to benefits, additional elements, premiums, rates and backdated payments.