

African Caribbean Care Group Job Description

Job Title:	Welfare Right Advocate (Part Time)
Salary/Rate	£26,299.00 (pro rata £10,519.16)
Hours	14 hours per week
Location	Manchester
Reports to:	Operations Manager
Accountable to:	Chief Executive

Job Purpose

Advocate and support older adults, their families and Carers predominantly but not exclusively from African Caribbean and South Asian Communities to deal with the issues causing them financial hardship.

The support provided will offer clients practical assistance, advice and information to maximise their income and to ensure they are receiving the correct benefit entitlements of the state welfare system.

The post holder will work with older people, people with dementia and those experiencing poor mental health or emotional distress.

The post holder will ensure people accessing the service have their voices heard, their rights acknowledged, and their concerns addressed.

The focus will also be on providing energy advice and support to access any available measures to address fuel poverty.

Provide practical assistance with the processing of claims, including form filing and dealing with correspondence on behalf of people experiencing financial hardship.

Duties

- To provide money advice support to include Debt advice and financial capability.
- To provide Welfare Benefits advice and help with claims and support with disputes including support with benefit appeals.
- Assist service users to express their needs and wishes.
- Source relevant information to enable service users to make Informed choices, ensuring information is available in accessible formats.
- To provide energy advice and facilitate access to any other available assistance from energy providers.
- To attend outreach sessions at community venues.
- Assist service users to write letters fill in forms.
- Liaise with appropriate professional organisations to provide Information on Power of Attorney.
- Maintain up to date information, being aware of relevant legislation and availability of eligibility for local services.
- To refer as appropriate to specialist advisers funded from other sources e.g. Housing, Energy.
- To provide advocacy services as appropriate.

- To assist in the preparation of promotional materials and relevant literature aimed at promoting take-up of the Welfare and Advocacy Support services provided by ACCG
- To contribute to the development of website information about the welfare services provided and how they can be accessed.
- To obtain user feedback on the service and utilise this information in developing the service.
- Provide support through a handy person where environmental issues or hazards are identified and rectify the issues through connection with organisations that will provide financial assistance and support.
- keep clear and precise records for service users and be aware of confidentiality policies/vulnerable adults alerting procedures and policy.
- Manage own workload on a day-to-day basis as directed by your line manager and use initiative and judgment to make decisions regarding workload, priorities, in order to meet changing deadlines.
- To assist in the preparation of reports on the progress and achievements of the service within the Charity Log database.
- To represent the Service at meetings as required.
- To attend relevant internal and external meetings as required.
- To undertake any other relevant work as required.

Quality Standards

- To ensure, that the specifications from funding body are met.

Personal/Professional Development:

- The post-holder will participate in any training programme implemented by the ACCG as part of this employment, such training to include Staff development, induction and on the job training
- To participate in an annual individual appraisal and supervision performance review, and to take responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and by demonstrating skills and activities to others who are undertaking similar work.

Communication:

- The post-holder should recognise the importance of effective communication and will strive to:
- Communicate effectively with service users and Carers
- Recognise people's needs for any preferred alternative methods of communication and respond accordingly.

Confidentiality:

- In the course of seeking support, service users and their Carers entrust us with personal and sensitive information including their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately under the data protection rules.
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- The post-holder will have access to confidential information relating to service users and their Carers. All such information from any source is to be regarded as strictly confidential.
- The post holder will maintain and promote confidentiality of information for ACCG members, service users and businesses in accordance with the Data Protection Act.

Dignity and Respect

- To treat service users, colleagues and visitors with respect and dignity at all times.
- To recognise and respect the cultural differences in others.

Health & Safety:

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the ACCG Health & Safety Policy, to include:
- Using personal security systems within the workplace according to ACCG guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a manner or way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection prevention and control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Identifying, assessing and reporting any potential risks.
- Adhere to government guidelines/laws in relation to a pandemic.

Fire

- Adhering to fire regulations, procedures and evaluation procedures.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder.

Person Specification Welfare Rights Advocate

ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT
KNOWLEDGE & EXPERIENCE	At least 2 years' experience of working in a welfare advice service within a local authority or voluntary organisation.	Experience of working in a welfare role providing advice on wellbeing issues.	A/I
	A good understanding of the impact of Welfare Reform, particularly impacting older adults.	Experience of working with the BAME community.	A/I
		Experience of working with older adults.	A/I
QUALIFICATIONS	Relevant qualification equivalent to NVQ Level 2 or equivalent knowledge.	NVQ Level 3	A/I
APTITUDE & ABILITIES	Ability to communicate effectively both orally and in writing.	Counselling skills	A/I
	Good time management skills.		A/I
	Good administrative skills.		A/I
	A commitment to equality.		A/I
	Ability to work effectively in partnership with other agencies whilst maintaining confidentiality.		A/I
	Ability to manage and update social media events from the project.		A/I
	To maintain accurate records of workload within an electronic database.		A/I
	Ability to work independently, professionally and part of a team.		A/I
	Demonstrable the ability to prioritise workload in order to meet deadlines.		A/I
	Commitment to achieving personal and organisational objectives.		A/I

	Knowledge updated legislation relating to abuse.		A/I
DISPOSITION / ATTITUDE / MOTIVATION	Willingness to undertake mandatory and further training and development appropriate to role.		A/I
	Pleasant & social manner with a positive and caring attitude.		A/I
	Commitment to imparting knowledge and experience to others		A/I
	Reliable and proactive team player		
	Ability to remain calm in stressful situations and cope under pressure.		A/I
	Self-motivated with the ability to motivate others.		A/I
	Commitment to imparting subject knowledge and experience to others		A/I
OTHER FACTORS	Driving license and access to a car		A/I
	Flexible to meet changing service requirements		A/I