Job Description

Job Title: Welfare Rights Advisor

Salary: £30,000 pa, full-time, 35 hours per week

Contract: fixed-term 3 years contract

Responsible to: Clinical Outreach and Statutory Contracts Lead

Based: Office base - Positively UK premises, Islington Outreach to be provided across London HIV clinics

Main Purpose:

To provide advice and information to people living with HIV and Positively UK’s caseworkers on a range of welfare issues, with a specific focus on improving access to welfare benefits and supporting clients maximise their income.

Main Duties and Responsibilities:

1. One-to-one support:
   - Provide accurate information and advice in response to specific inquiries about access to welfare benefits entitlements.
   - Assess needs of clients using the appropriate assessment process and draw up an initial client action plan.
   - Provide one-to-one advice, support and advocacy to meet the objectives of the action plan, including support in filling out welfare forms, accompanying clients to tribunals, etc.
   - Refer inquiries to other agencies or internal/external services to enable them to access appropriate support, advice or information as appropriate, including Positively UK peer mentoring, case work, etc.
   - Undertake reviews and assessments to ascertain if clients are reaching their goals.
   - Liaise with other organisations including statutory health services in the development and provision of outreach services.

2. Workshops and training
   - Organize quarterly workshop sessions for clients on issues such as Universal Credit, debt management, household budget management and other topics identified with clients.
- Provide updates and refresher trainings for Positively UK’s caseworker team and volunteer peer mentors as and when needed on welfare and benefit reform and up-to-date practice.

3. Working with volunteers:
   - Train and manage a small pool of volunteers to support the work of the advisor from Positively UK’s premises and HIV clinics.
   - Supporting volunteers in undertaking outreach.
   - Supporting volunteers in developing and facilitating groups and workshops with clients.
   - Provide supervision on a one-to-one and group basis for the volunteers.

4. Training and professional development
   - Keep informed of new legislation and changes to existing welfare benefits law and undertake training as appropriate.
   - Actively participate in team supervision and staff and team meetings as required.
   - Identify personal development needs and undertake actions to address these.

5. Administration:
   - Work with Positively UK in achieving Advice Quality Standard Mark at the beginning of the project.
   - Ensure electronic records are kept up-to-date and each contact recorded.
   - Ensure all monitoring information, evaluation and reports are completed to agreed deadlines.

6. General Tasks:
   - To share with other staff responsibility for providing office cover, including answering the phones, keeping records and statistics and doing own administration.
   - To carry out all duties with due regard to Positively UK’s Equal Opportunities, Health and Safety, Confidentiality, GDPR and other policies.
   - To carry out such other duties and responsibilities as may reasonably be required by the Line Manager, compatible with the objectives and level of responsibilities held by the post.
   - Attendance and participation in all relevant staff forums as required.
   - Work constructively with volunteers by supporting, mentoring and involving volunteers in this area of work to achieve the mission and objectives of the organisation.
Terms & Conditions:

- This is a three-year full-time contract with an annual salary of £30,000 per annum, subject to annual review.
- The post will be offered for an initial 6-months probationary period.
- Normal working hours 9.30 am - 5 pm, including half-hour lunch each day; however, evening and weekend working will be required. Time off is given in lieu and there are no overtime payments linked to this post.
- Tasks and duties to be executed from Positively UK’s premises in Islington, however, outreach across HIV clinics in London to be provided as and when needed.
- In line with Positively UK policy, this post requires a Criminal Records Bureau Enhanced Disclosure.
- Holiday entitlement: All English Bank and Public Holidays, plus a generous 30 days per annum annual leave.

The purpose of this document is to describe the key accountabilities that the person holding this position needs to achieve. It is in no way an exhaustive list of responsibilities of the role: duties and requirements of this role may change as required by Positively UK and the Chief Executive.

To apply for this role, please request an application pack by e-mailing info@positivelyuk.org. Please note that we do not accept CV and Cover Letters.

For more information about this role, please call Ellie on 02039439447 or e-mail her on eangus@positivelyuk.org.

The deadline for applications is 9:00am on Monday, 9th March 2020.

Successful candidates will be invited for an interview on w/c 16th March.