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| WELFARE BENEFITS ADvISOR  **SALARY GRADE: HBC6** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – keeping great service delivery at the heart of everything we do * Personal Growth – learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring Leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Flexible / hybrid working arrangements available * Extensive employee benefits platform including discounted shopping, car leasing, gym memberships, wellbeing hub and Employee Assistance Programme. * Essential Monthly Car User Allowance\*   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| The role involves undertaking work concerning the provision of a specialist Welfare Rights Service, including providing Welfare Rights advice and direct assistance to clients through a variety of media including by phone, electronically, by office based interviews and home visiting and participating in Council initiatives aimed at maximising the income and other resources available to residents of the borough.  More specific responsibilities include:   * Advising potential customers on their entitlement to the full range of welfare benefits, including making complex manual benefit calculations and ensuring benefit is maximised. * Providing a first point of contact for customers with welfare rights enquiries including covering phone duty on a rota basis. * Undertaking casework following all required work through to a satisfactory end including assistance to claim follow-on benefit entitlements. Ensuring critical deadlines both internal and externally imposed are met. * Assisting customers to make claims including completing forms and compiling information on their behalf if necessary, including proof checking of relevant benefit claims. * Acting as intermediary on behalf of customers in order to process their claims through the relevant agencies to gain their entitlements. * Utilising a number of I.T. systems such as Housing Benefit and document imaging system, ensuring relevant information is recorded on these systems, including benefit gains on a database system and ensuring customer feedback is sought. * Providing a service by home visiting clients on a regular basis. This will often be by lone working on a risk assessed basis following laid down procedures. This will mean assisting clients who can be vulnerable and challenging. * Keeping abreast of developments and changes in legislation on all national welfare benefits and social policy practices. * Maintaining a thorough knowledge of procedures such as those relating to lodging a mandatory reconsideration and an awareness of all stages of and options involved in lodging benefit appeals. * Liaising with partners within the Council and external organisations. This role involves making and receiving referrals from internal partners and external agencies. Attending outreach services at events. * Collecting detail and signposting customers as required to money advice and debt counsellling * Carrying out duties from time to time with regard to increasing the take up of benefits by participating in take-up campaigns. * Undertaking any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. | |
| About You | |
| You will hold 5 GCSE’s at grade C or above including Maths and English, or be able to demonstrate relevant experience  In addition you will have:   * Experience in calculating/assessing and advising on welfare benefit claims * Experience of working in a customer facing role and giving advice in any formal or voluntary capacity * Experience of using information technology including Microsoft Office products * Proven organisational skills including an ability to prioritise caseload * Knowledge of national welfare benefits and an awareness of benefits, tribunals and assessments * Demonstrate an understanding of the difficulties faced by individuals navigating the social welfare system * Ability to accurately complete detailed forms * Ability to work under pressure as part of a team and the ability to work independently using own initiative * Good communication skills, both written and verbal – ability to convey complex detailed information in writing, by phone and in person. * Skills in problem solving, setting objectives and priorities, managing own caseload * Ability to learn changing legislation and policy and to demonstrate a commitment to customer care * Requirement to speak the English language fluently   As this role involves regular travel across the borough and sometimes further afield, a driving license and access to a vehicle are essential requirements. Where appropriate, reasonable adjustments will be made in accordance with the provisions of the Equality Act.  The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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