** **

**Job Title: PeripAtetic Welfare Rights Officer**

**Hours: 30 hours per week**

**Salary: £20,767 - £22,701 per annum pro rata**

**Reporting to: Operations Manager**

**Contract: Permanent**

**JOB PURPOSE:**

To provide high quality advice and support to women facing hardship and crisis at locations across Nottinghamshire.

The post holder will work as part of a broader team, delivering a Big Lottery funded project which aims to:

1. Provide advice and advocacy to women facing hardship and other forms of crisis, with a tailored, gender-aware approach, delivered at locations where women already engage.
2. Enable women and women’s organisations to shape services and influence the external decisions that impact on their lives or operation.
3. Upskill our organisations, ensuring that we all deliver the highest possible standard of advice and support to the women who most need it.

**KEY TASKS AND RESPONSIBILITIES:**

1. Manage an up to date welfare benefit caseload for women facing hardship, providing face to face, telephone and written advice as required.
2. Arrange and provide benefits clinics at locations within Nottingham and Nottinghamshire.
3. Liaise with other agencies as required whilst maintaining client confidentiality at all times.
4. Maintain client records and update all management information systems to enable the service to be monitored and evaluated
5. Maintain and develop positive working relationships with local agencies, professionals and referral organisations.
6. Undertake all administrative or support functions to support the objectives of this role.
7. Network with advisers in partner organisations for the development of best practice, collaboration and benchmarking purposes.
8. Develop and deliver training to partner organisations where required on welfare rights and other issues affecting their client group.
9. Develop and maintain specialist information sources on welfare rights for use by staff at Nottingham Women’s Centre and our partner organisations.
10. Identify trends and issues arising from welfare case work to inform our policy and representation work
11. Prepare reports, undertake monitoring and evaluation activity as required.
12. Promote and publicise the impact of the work, learning and good practice arising – locally, regionally and nationally.
13. Lead and organise appropriate events and meetings for the project.
14. Undertake outreach work within the community to publicise the work of Nottingham Women’s Centre to encourage women from a range of demographics to use its services and facilities.
15. Ensure that all work is carried in accordance with relevant legislation and Nottingham Women’s Centre policies and procedures, including the Centre’s Equal Opportunities policy and Health and Safety Policy.
16. Take responsibility for all aspects of safeguarding for the clients, volunteers and staff, paying particular attention to the sharing of information and professional boundaries
17. Participate in training and development as required.
18. Act as an effective team member and attend and contribute to staff meetings.
19. Carry out other duties as directed by the Centre Manager and the Board of Trustees.

**NOTES:**

We welcome applications from candidates interested in working part-time hours or job-sharing arrangements.

This post may require an Enhanced CRB check. Having a criminal record will not necessarily disqualify you from acquiring the post.

Due to the nature and sensitivity of the project’s client group, it is an occupational requirement under the Equality Act 2010, Part 1, Schedule 9 for the post holder to be female.

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| **Knowledge / Skills / Experience Required** | **Essential** | **Desirable** | **Tested at:**  **A = application**  **I = Interview**  **T = Test** |
| GCSE pass in Maths and English or equivalent | X |  | A |
| At least 2 years experience (paid or voluntary) of welfare rights casework | X |  | A/I |
| In depth knowledge and experience of current welfare rights legislation policy and practice | X |  | A/I |
| Experience of working with vulnerable groups including those who are socially and financially excluded | X |  | A/I |
| Understanding of current challenges and issues affecting women in disadvantaged communities. | X |  | A/I |
| Ability to hold appropriate boundaries with clients |  |  | A/I |
| Experience of developing toolkits and/or training materials |  | X | A/I |
| Experience of working with migrant communities |  | X | A/I |
| Fully competent IT user including Microsoft Office Suite e.g.; Excel, Word and Outlook | X |  | A/I/T |
| Able to work with a wide range of stakeholders | X |  | A/I |
| Excellent time management skills including the ability to manage a caseload and work unsupervised | X |  | A/I |
| Able to work collaboratively with others, sharing experiences and expertise | X |  | A/I |
| Ability to travel across Nottinghamshire | X |  | A/I |
| Multilingual |  | X | A/I |