

Job Title:	<b>Benefits Caseworker</b>
Responsible to:	Partnerships Manager
Grade & Salary:	Grade 5, SCP 19 - 25 (+ 5% employer contribution to contributory pension scheme– after qualifying period)
Place of Work:	Currently home working but when safe to do so will also be delivering from Talking Money's Office plus outreach locations in Bristol and the surrounding areas
Probationary Period:	Three months

**This position is subject to DBS clearance**

### **Main Purposes of Job**

**To maximise the income available to low income households through the provision of information, advice and casework on welfare benefits, charitable applications and other sources of financial support. We encourage collaborative working across roles to problem solve and expediate better outcomes for clients.**

### **Responsibilities**

1. To deliver generalist and specialist benefits advice and casework including challenging overpayments of Housing Benefit, Council Tax and Tax Credits, and appeals.
2. Undertake income maximisation checks on behalf of clients or provide support to enable clients to complete these themselves.
3. Advise and assist clients with claims for welfare benefits, tax credits, charitable grants and other kinds of discretionary financial support.
4. Provide budgeting support to help people manage their money better and anticipate changes to frequency of benefit payments.
5. To provide advocacy and support for clients at appeal hearings where capacity allows.
6. To promote service user empowerment, focusing on people's capabilities rather than problems and needs, through information and support to use self-help where possible.
7. Provide an integrated money advice service by actively working alongside and promoting Talking Money's other services and use internal/external referral networks for help and support in other areas of legal help.
8. To participate in the delivery of office and outreach based advice including home visits where required.

9. To maintain full and accurate case records and statistical monitoring and evaluation information, using agreed methods, process and software systems.
10. To understand and meet the requirements of a variety of funding contracts.
11. To provide individual or group supervision for students and/or volunteers where capacity permits, with support from the leadership team and wider staff team.
12. To attend appropriate training courses and conferences and to keep up to date with relevant legislation, policies and practices; this may include developing a specific area of expertise and acting as a resource for the wider staff team.
13. To represent Talking Money at appropriate forums and meetings, liaising with partner agencies and other service providers in the area.
14. To contribute to:
  - delivering training sessions to partner agencies or front line workers
  - running workshops to service users or front line workers
15. To work at all times within Talking Money's policies and procedures, including those within the Staff Handbook, and supporting documentation.
16. To undertake other reasonable tasks as required to ensure compliance with funding agreements/contracts and to assist in the running of the service.

### Benefits Caseworker - Person Specification

		<b>Essential</b>	<b>Desirable</b>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Up to date knowledge of welfare benefits, welfare reform changes and any recent case law</li> <li>• Knowledge and understanding of financial capability issues, advice and support</li> <li>• Generalist knowledge and understanding of debt issues</li> <li>• Understanding of the individual and social context of the lives of our typical clients</li> <li>• Knowledge of systems thinking concepts</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p>X</p>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills, with the ability to liaise effectively and positively with a wide range of individuals and organisations</li> <li>• Ability to build rapport with people and understand what's important to them</li> <li>• Ability to work with clients to assess, identify and prioritise problems, and present solutions and strategies</li> <li>• Excellent level of attention to detail</li> <li>• Able to work on own initiative, prioritising and managing own workload and time to meet deadlines</li> </ul>	<p>X</p> <p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an advice and/or guidance related role</li> <li>• Experience of helping people with money-related problems</li> <li>• Experience of delivering presentations and/or training workshops to groups</li> <li>• Experience of supporting volunteers</li> <li>• Experience of working to effect systems change</li> <li>• Experience of reflective practice</li> <li>• Experience of co-working cases</li> </ul>	<p>X</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>	<p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

<b>Other</b>	<ul style="list-style-type: none"><li>• Access to transport with business use insurance cover and a willingness to travel locally, regionally and nationally as required</li></ul>	X	
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