

NORTH BRISTOL ADVICE CENTRE

Job Description and Person Specification

Job title:	Welfare benefits Team Leader
Responsible to:	Director
Salary:	£35,292 - £37,037 (pro rata) (+ 4% employer contribution to contributory pension scheme – after qualifying period)
Responsible for:	Supervising the welfare benefits team and advice support volunteers
Working hours:	35 hours. Occasional evening/weekend work may be required
Place of work:	2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA

Main Purpose of Job

This is a key role within the organisation and the successful applicant will work alongside other members of the senior management team to lead NBAC's advice service. You will be expected to undertake specialist welfare benefits casework including tribunal work and representation. You will supervise and support the welfare benefits team, including carrying out file reviews, delivering training and providing feedback to improve individual performance and service delivery. The post holder will contribute to regular service reviews and support NBAC to make changes or improvements needed to ensure we deliver quality services that meet the needs of our community.

Responsibilities

- Provide specialist welfare benefits advice appointments, which may take place at the office or at outreach locations and maintain accurate records.
- Effectively undertake casework arising from appointments up to and including representation at Tribunals.
- Supervise welfare benefits advice workers, triage workers and advice support volunteers in accordance with NBAC's policies.

- Provide day-to-day support to new and experienced welfare benefits advice workers and volunteers, identify and assist with their development needs, and promote a culture that enhances collaboration, teamwork and wellbeing.
- Carry out regular file reviews of welfare advice workers and advice support volunteers to ensure compliance with the AQS Quality Mark standards.
- Supported by the Head of Service, recruit and train advice support volunteers, including delivery of welfare benefits training courses. Occasional delivery of training to external organisations.
- Keep up to date with developments in welfare benefits legislation, case law and practitioner best practice and attend appropriate training courses and conferences where required.
- Work with the Head of Services to keep policies and procedures up to date to ensure they align with legal requirements, best practice and AQS standards.
- Work with the senior management team to carry out regular service reviews and implement changes or improvements as required.
- On occasion, represent NBAC at networking meetings and events, promoting our services to the local community and professional organisations.
- To work as an effective member of the NBAC team and attend Team/Advice Workers/Management Committee Meetings, where appropriate.
- To work at all times within NBAC's policies and procedures as detailed in the NBAC Staff Handbook and Office Manual.
- Carry out any other related tasks as required by the trustees and/or Director to ensure the effective provision of the service.
- All work to be carried out in accordance with NBAC's Equality, Diversity and Inclusion Policy.

Welfare Benefits Team Leader - Person Specification

The post-holder is required to be self-motivated with strong communication skills, able to work as part of a team and prioritize their own workload.

Skills & Abilities		Essential	Desirable
Education, Vocational Training & Qualifications	• GCSE in English and Maths or equivalent. • Qualification, or substantial training and experience in delivering specialist welfare benefits advice. • Evidence of continuing professional development and training.	X	X
Experience	• Experience of providing specialist welfare benefits casework including Tribunal representation, in accordance with AQS standards. • Experience of line management of staff and/or formal supervision of volunteers including performance management, setting objectives, identifying training needs and mentoring. • Experience of conducting quality checks/file reviews and giving feedback in line with AQS standards. • Proven experience of working under pressure and achieving individual targets. • Experience of using Advice Pro case management systems • Experience designing and delivering training	X	X
Knowledge & Understanding	• Up to date knowledge of welfare benefits law, relevant legislation, regulations and case law • Understanding of the needs of service users in a disadvantaged area	X	

