

Job Advert

Job Title: *Assistant Welfare Benefit and Care Adviser*

Salary: *£20,000 - £25,000, depending on experience*

Hours of work: *Monday to Friday, 09.00 to 17.30*

A new, permanent, opportunity has arisen to join the team at Personal Financial Planning Ltd, based in our Sandbach office.

Our specialist advice and support is available to clients and Court of Protection deputies across the UK regarding all welfare benefits and care entitlements. From household entitlement reviews, to help and support with claim forms and the application process, through to advice and action to appeal against a benefit or statutory care decision, we provide a tailored service to suit our clients' needs.

This is a wide ranging role in a small team that offers support and added value to colleagues and clients. This is an excellent opportunity for someone with enthusiasm, commitment and good people skills who wishes to work in the advice sector. Knowledge and experience of working with welfare benefits, social care or Personal Injury Trusts would be an advantage however, the right candidate will receive full training.

Further details are outlined in the ***Job Description and Person Specification***. Applicants are invited to upload their CV, along with their supporting statement.

Job Description

Key Responsibilities

General

- (a) To keep up to date with all relevant legislation, case law, policy and good practice.
- (b) Be involved in the promotion and development of PFP advice services.
- (c) Represent the principles and values of PFP in all external contact and correspondence.
- (d) To comply with all Company Procedures and Data Security.

Specific

- (a) To provide welfare benefit and statutory care advice to colleagues, clients and Court of Protection deputies.
- (b) To undertake calculations to identify likely benefit entitlements.
- (c) To provide assistance to complete welfare benefit claim forms to clients and Court of Protection deputies.
- (d) To prepare and represent clients through the benefit appeal process, including attendance at appeal tribunals. This may include working outside of the standard office hours. PFP will pay a mileage allowance and reasonable expenses.
- (e) To provide advice on local authority and NHS Continuing Health Care eligibility criteria and assessment processes.
- (f) Following suitable training, to manage Personal Injury Trust enquiries, and advise the clients accordingly.
- (g) To maintain accurate records of all client contact and any resultant follow up case work.
- (h) To record and monitor outcomes and provide statistical data.

Note: No job description can cover every issue, which may arise within the post at various times, and the post-holder will be expected to carry out other duties from time to time.

Person Specification

Assistant Welfare Benefit and Care Adviser

		Essential	Desirable
Qualifications	Educated to GCSE standard (including Maths and English)	✓	
	Hold or be working towards a qualification relevant to advice and guidance		✓
Experience	Experience of working or volunteering in an advice giving role	✓	
	Minimum of one years' experience providing welfare benefits advice and/or statutory care advice to clients		✓
	Experience of interpreting welfare benefits guidance and legislation		✓
	Experience of advising and completing claim forms for the main disability and health related welfare benefits including Personal Independence Payment and Employment and Support Allowance		✓
	Experience of undertaking benefit calculations to determine applicable amounts and likely entitlements		✓
	Experience of Tribunal or Court representation with welfare benefit appeals		✓
	Experience of interpreting guidance and legislation concerning the Care Act 2014		✓
	Experience of working with vulnerable customers		✓
	Experience of working on own initiative with minimum supervision		✓
	Experience of working with clients with profound disabilities		✓
	Experience of dealing with sensitive and confidential situations		✓
	Experience of liaising with other agencies		✓
	Experience of delivering telephone advice		✓

Skills & Knowledge	Wide ranging IT skills and knowledge including Microsoft Office	✓	
	Ability to communicate clearly both verbally and in writing	✓	
	Ability to time manage and prioritise own work load	✓	
	Knowledge of welfare benefits guidance and legislation		✓
	Knowledge of the Care Act 2014		✓
	Knowledge or experience of Personal Injury Trusts		✓

Personal Qualities	Demonstrates commitment to providing an excellent advice service	✓	
	Ability to remain calm and professional when under pressure	✓	
	Ability to organise and prioritise work when under pressure	✓	
	Ability to time manage and prioritise own work load	✓	
	High standards of personal and professional integrity	✓	
	Excellent interpersonal skills and a proven ability to communicate effectively at all levels	✓	
	Commitment to providing high quality customer service and continuous improvement	✓	