

**East & Central Sutherland
Citizens Advice Bureau**



Job Description

Job Title:	Welfare Rights Officer
Responsible to:	Manager
Hours:	Full-time (35 hours per week) to be worked Monday-Friday, 9 am – 5 pm.
Location:	ECSCAB office in Golspie
Type of Contract:	Fixed term until August 2028 (Potential Extension subject to funding)
Salary:	Starting at £25789 FTE rising to £32,631 FTE (Depending on experience)

Summary of Role

The Welfare Rights Officer will play a key role in ensuring the provision and development of quality advice, information, casework, and representational advocacy on statutory benefits and other social welfare matters, as appropriate. As a Welfare Rights Officer, you will provide professional, efficient, and effective welfare advice and support services to meet the often-complex needs of clients. You will work closely with a team of advisers and volunteers to ensure the delivery of holistic support services for clients.

Responsibilities

1. Provide expert advice, support and casework on welfare benefits, including entitlements, claims and complex cases. To guide clients through the benefit claiming process
2. Support clients with overpayments, late claims and backdating, ensuring clients receive the benefits they are entitled to and that clients understand their rights
3. Provide representation for clients at Social Security Scotland and disability appeal hearings
4. Provide welfare services for clients referred from internal advisers and external agencies, including social work, NHS and other voluntary sector organisations
5. Deliver ongoing and specialist welfare rights and advice training to internal staff and volunteers
6. Feed into the social policy work of Citizens Advice Scotland through monitoring and reporting on specific issues identified whilst undertaking your role
7. Write and maintain meticulous casework notes and records for clients on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
8. Undertake ongoing training and development to stay up to date with legislation, case law and best practices in welfare advice, and other appropriate areas
9. Provide statistical information, reports and case studies as required for internal purposes and external funders
10. Undertake any other work, consistent with the purpose of the post, as directed by the manager
11. To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice, as well as the requirements of the funder
12. To keep abreast of the latest developments relating to welfare benefits

Charity number: SC039847

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Person Specification

Personal Attributes	Trustworthy Motivated Flexible and adaptable Non-judgmental and empathetic Team player Punctual and reliable Commitment to ongoing personal development
Skills	Ability to work under pressure, on your own initiative, and to meet deadlines Excellent communication and organisational skills Good IT skills Ability to work on one's own initiative Analytical and problem-solving skills Detail oriented Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner A commitment to the aims, principles and policies of Citizens Advice Bureaux
Experience	<p>Essential</p> <p>Considerable experience, paid or unpaid, in advice or support work, or of working in a related field In-depth knowledge of the social security system. It is advantageous if this particularly relates to disability benefits Experience in carrying and managing a complex caseload Experience of working closely with a team of colleagues Experience of challenging decisions through the mandatory reconsideration process Experience of working with people with multiple and complex needs</p> <p>Desirable</p> <p>Experience of working in the charity sector Experience of delivering training to colleagues and/or partnership organisations Good working knowledge of the statutory and voluntary agencies operating within East and Central Sutherland Experience of working with and supporting volunteers Experience of the appeals and Tribunals process</p>

A willingness and ability to travel to remote and rural locations across East and Central Sutherland to meet the service's needs are essential. It is advantageous to have a driving license and access to a car; you will be expected to use your own car to perform your duties.

For an application form, please go to our website [East & Central Sutherland Citizens Advice Bureau | Free, impartial and confidential advice](#) or apply via advice@ecscab.org.uk

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