



JOB DESCRIPTION: WELFARE ADMINISTRATOR

Responsible to: SEFF's Director of Services & Office Manager

Location: Lisnaskea Office and some travel to outreach offices across N.I

Hours of work: 37.5 hours per week (FT) (funded initially until 31st March 2022)

Salary: £20,954 p/annum Gross + 6% Pension
Payable monthly in arrears

Purpose of the Role

The Welfare Administrator role has been developed to support the wider Welfare Team (7 Officers of varying Contract hrs plus Coordinator) with all aspects of Administration relevant to the work of the Welfare Service provided by SEFF.

Key working relationships:

Internal:

- Management Team
- Welfare Coordinator
- Welfare Officers
- SEFF teams in Advocacy, and Health & Wellbeing

External:

- Other community and voluntary organisations
- Statutory agencies eg VSS, CVSNI, DOJ, TEO

Key Responsibilities:

Welfare Administrator

1. To provide ongoing support to the Welfare Coordinator and wider Welfare Team to ensure the highest quality of service delivery to all clients.
2. To provide administrative support to the Welfare Team, inputting information and data, and keeping the CRM systems up to date in line with service requirements.
3. Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.
4. To book and coordinate all Welfare appointments for the Welfare Officers, and maintain an up to date calendar share system for the team.

5. To maintain and manage the use and completion of all evaluation systems pertaining to welfare services.
6. Follow up on communications to the overall Welfare Service, and communicate via telephone and email, sharing messages for the service team where suitable.
7. To maintain confidential, professional and appropriate records of all client contact within the organisations CRM system.
8. To attend regular team meetings and line management meetings
9. To attend and take minutes on behalf of the Welfare Team - distributing to the wider attendance where appropriate (including at external agencies where deemed appropriate).
10. Be proficient in the rules and regulations associated with the Troubles Permanent Disablement Payment Scheme. (this can be learnt when in role)
11. To maintain a professional attitude at all times towards clients, staff and all those in contact with South East Fermanagh Foundation (SEFF)
12. Liaise with SEFF staff across the wider organisation, partner groups and other stakeholders to signpost clients to additional services, and to share information pertaining to the Welfare Team.
13. Provide admin support for all reporting to funding bodies and to the Board of SEFF.
14. Prepare Welfare information for inclusion in the SEFF Member Newsletter, and to the Office Manager for inclusion in the Staff Bulletin.

Person specification:

Essential Criteria

- 2 + years' paid or voluntary experience in an Administrator role within the last 5 years
- Experience in the use of Microsoft packages including; Outlook, Excel, Powerpoint, and Word
- Experience in the use of CRM (client management) technology and database systems
- Experience in the use of IT and technology to support Administrative tasks.
- Excellent listening, written and oral skills, and the ability to communicate at all levels.
- Empathetic approach to the victims and survivors of trauma.

Bonus skills:

- Experience and/or knowledge of the Welfare system operating in Northern Ireland and Great Britain
- Experience in using the Advice Pro CRM system
- Flexible approach to travelling other SEFF offices
- First Aid training