



The Queen's Award
for Voluntary Service



JOB DESCRIPTION: East Region- Welfare Officer **(Troubles Permanent Disablement Payment Scheme - TPDP)**

- Responsible to:** Welfare Coordinator (Line Manager)
- Location:** East Region- based in SEFF's Lisburn office - with outreach across the region and travel paid.
- Hours of work:** 30 hours per week until 31st March 2024 with potential for extension, subject to new funding being confirmed.
- Salary:** £24,121 p/annum Gross (for 30 hours) + 6% Pension payable monthly in arrears

Purpose of the Role

The Welfare Officer role has been developed in order to support victims/survivors engaging with the Troubles Permanent Disablement Payment Scheme and their broader interaction with the wider welfare and benefits system.

Key working relationships:

Internal contacts:

- Management and staff
- Individuals and families (clients)
- Other sessional welfare service personnel
- Volunteers

External contacts:

- Other community and voluntary organisations
- Statutory agencies e.g. VSS, CVSNI, DOJ, TEO

Key Responsibilities:

Welfare

1. Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.
2. Be proficient in the rules and regulations associated with the Troubles Permanent Disablement Payment Scheme.

3. Maximise client's income by completion of The TPDPS process or undertaking benefit checks, benefit and better off calculations and identifying other means of practical support.
4. Carry out follow up work promptly and efficiently as required to support clients
5. Liaise with Staff across the SEFF Teams, Health and Wellbeing Caseworkers, VSS Case Managers, Counsellors and other sessional providers and volunteers within SEFF to provide a holistic service to clients and best support their needs.
6. Carry out all follow-up work for the resolution of a case; including telephone calls, letters, preparation for Mandatory Reconsiderations and Appeals, liaising with other staff and/or agencies.
7. Advise and assist clients as necessary to obtain further information when required.
8. Prepare written submissions for appeals, research commissioner decisions and abide by the TAS Code of Practice in providing Social Security Appeal representation.
9. Assume responsibility for the management of case files including the accurate inputting of relevant case details onto the organisation's computerised Advice Pro case recording system and maintaining timely and up to date records.
10. Identify and highlight advice needs and issues as they arise including welfare reform.
11. To keep updated with the changes in law relating to welfare reform and the benefits system.
12. To work towards agreed targets of service delivery as agreed in advance with the Welfare Coordinator, and Funding Body

Reporting:

13. Prepare monthly reports for the Welfare Service Coordinator and statistics for the Projects Coordinator.
14. Prepare welfare articles or materials on TPDPS issues for client use, including for the monthly Newsletter, SEFF website, Facebook and Twitter Apps as requested.
15. Network and liaise with voluntary and statutory organisations and government agencies.
16. Identify and liaise with the Office Manager in relation to personal training needs.
17. Undertake training as agreed with Director of Services and Office Manager, (particularly concerning the TPDPS) and attend internal and external meetings as requested.
18. Complete administration duties associated with the role for e.g. scanning documents onto Advice Pro and filing.
19. Adhere to legal and organisational requirements in the provision of advice, advocacy and representation.
20. Any other reasonable duties requested by the Management Board.

Essential Criteria:

1. At least 1 years' experience of working in a welfare rights setting within the last three years.
2. Experience in the use of IT software, Microsoft programs, and in the use of CRM (e.g. Advice Pro)
3. Be trauma trained and competent to deal with those with complex mental health issues.
4. Demonstrate the ability to identify and report social policy issues to effect change.
5. Demonstrable ability to understand complex information and legislation.
6. Excellent, listening, written and oral communication skills.
7. Flexible approach to travelling to other centres.
8. Demonstrable ability to plan, prioritise and organise own workload.
9. Caring and empathetic approach to the victims of trauma.
10. Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business). (*This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to demonstrate an appropriate alternative means of meeting the mobility requirements of the post).

Desirable Criteria:

1. Law Centre NI or NIACAB accredited qualification in Welfare Rights or demonstrate willingness to engage in such training.
2. Completion of welfare reform courses to demonstrate ongoing professional development or demonstrate willingness to engage in such training.
3. Experience of representing clients at Social Security and Disability Appeal tribunals or similar appeals.
4. Experience of assisting clients in preparing reviews and mandatory reconsiderations of benefit decisions.
5. Demonstrable knowledge of recent welfare reforms and universal credit.