



The Queen's Award
for Voluntary Service



JOB DESCRIPTION: WELFARE ADMINISTRATOR- FMT/ Lisnaskea (FT)- July 24

- Responsible to:** Welfare Coordinator (Line Manager)
- Location:** Fivemiletown/ Lisnaskea office-based, with weekly travel to Newtownstewart (paid travel)
- Hours of work:** 37.5 hours per week (FT) up until 31st March 2025 with potential for extension, subject to new funding being confirmed.
- Salary:** £25,979 p/annum Gross + 6% Pension payable monthly in arrears

Purpose of the Role

The Welfare Administrator role provides general administration support relevant to the work of the Welfare Service provided by SEFF. This role will additionally handle incoming calls to the service, triaging clients, and booking appointments for Welfare Officers. The Welfare Administrator will also ensure all records on SEFF's case management database are kept up to date with relevant information.

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 a first response to clients calling the service, providing an initial triage service, and booking appointments for those wishing to access the service, with one of SEFF's Welfare Officers

3. To provide administrative support to the Welfare Team, inputting information and data, and keeping the CRM case management system up to date in line with service requirements.
4. Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.
5. To book and coordinate all welfare appointments for the Welfare Officers, and maintain an up to date calendar share system for the team.
6. To maintain and manage the use and completion of all evaluation systems pertaining to welfare services.
7. Follow up on communications to the overall welfare service, and communicate via telephone and email, sharing messages for the service team where suitable.
8. To maintain confidential, professional and appropriate records of all client contact within the organisations CRM system.
9. To attend regular team meetings and line management meetings
10. To attend and take meeting minutes on behalf of the Welfare Team - distributing to the wider attendance where appropriate (including at external agencies where deemed appropriate)
11. Be proficient in the rules and regulations associated with the Troubles Permanent Disablement Payment Scheme. (in role training provided)
12. To maintain a professional attitude at all times towards clients, staff and all those in contact with South East Fermanagh Foundation (SEFF)
13. 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
14. Provide admin support for all reporting to funding bodies and to the Board of SEFF
15. 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' experience in an Administration role within the last 5 years
- Experience in the use of Microsoft packages including; Outlook, Excel, PowerPoint, and Word
- Experience in conducting triage with clients over the phone and taking calls in a busy office environment
- Experience in the use of CRM (client management) technology and database systems
- Widely experienced 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.

Desirable Criteria:

- Experience and/or knowledge of the Welfare system operating in Northern Ireland and Great Britain
- Experience in using Advice Pro case management system
- Flexible approach to travelling other SEFF offices as required for meetings
- First Aid training/ Fire safety training