



SEFF
SOUTH EAST FERMANAGH
FOUNDATION

JOB DESCRIPTION: WELFARE MANAGER

- Responsible to:** SEFF's Director
- Location:** Lisnaskea/Fivemiletown or Lisburn - dependent on successful candidate
- Hours of work:** 37.5 hours per week (PT) (funded initially until 31st March 2026)
- Salary:** SO2 PT26 £36,124 p/annum Gross + 6% Pension payable monthly in arrears

Purpose of the Role

The Welfare Manager 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. The post holder will coordinate and manage the Welfare Officer team and Welfare Service Administrator(s)

Key working relationships:

Line Management:

- Accountable to- Director
- Line Management responsibility for:
 - Welfare Officer Team (7 persons)
 - Welfare Administrators (3 persons)

Internal contacts:

- SEFF Management Team
- SEFF wider staff and teams
- Individuals and families (clients/members)
- Sessional welfare service personnel

External contacts:

- Partner groups
- Other community and voluntary organisations
- Statutory agencies eg VPB, VSS, CVSNI, DOJ, TEO
- Capita

Job Purpose:

To effectively manage the Welfare Service delivery at SEFF; coordinating services, and reporting to the Management Team of SEFF, and funding bodies as required.

Key Responsibilities:

Welfare

1. Lead the Welfare Team, providing supervision of all Welfare intake and referrals for the TPDPS service, ensuring the smooth running of the service, and responding to the needs of service users.
2. Line Management of the Welfare team, strategising the effective response of the team to the required intake.
3. Undertake all Line Management, performance management, and all other HR related aspects for the Welfare Team, working with the guidance and support of the Office Manager where required.
4. Be highly knowledgeable in the rules and regulations associated with the 'Troubles Permanent Disablement Payment Scheme.'
5. Represent SEFF on Sectoral meetings for The Troubles Permanent Disablement Payment Scheme (TPDPS)
6. Liaise with Staff across the SEFF Team, Health and Wellbeing Caseworkers, Advocacy Service personnel, Counsellors and other sessional providers and volunteers within SEFF to provide a holistic service to clients and best support their needs.
7. Provide information to clients on welfare benefit rules/tests and processes so clients are empowered and have a better understanding of the welfare benefits system and welfare reforms which may affect them.
8. 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.
9. 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.
10. Advise and assist clients as necessary to obtain further information when required.
11. Prepare written submissions for appeals, research commissioner decisions and abide by the TAS Code of Practice in providing Social Security Appeal representation.
12. Provide effective representation at Social Security and Disability Appeal Tribunals.

13. 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.
14. Identify and highlight advice needs and issues as they arise including welfare reform.
15. Provide materials/talks/information days on welfare changes and other issues relevant to victims/survivors and other staff as requested.
16. To keep updated with the changes in law relating to welfare reform and the benefits system.
17. Carry out follow up work promptly and efficiently as required.

Management

18. Prepare monthly reports for the Director, SEFF Management Board and VSS
19. Oversee the preparation of welfare articles or materials on welfare issues for client use including for the monthly Newsletter, SEFF website, Facebook and Twitter Apps, and Staff Bulletin as requested.
20. Lead on the issue of Monitoring and Evaluation and putting in place a robust system for welfare team members in measuring outcomes and outputs via the CRM system - Advice Pro
21. Network and liaise with voluntary and statutory organisations and government agencies.

Social Policy & Lobbying

22. Identify, record and follow up social policy issues as they arise and report these issues to the Director.
23. Contribute to social policy research and papers as requested.
24. Provide evidence, case studies and feedback on the relevant law and practice and assist in making proposals to effect change of policy relevant to victims/survivors.

Other

25. Identify and liaise with Director & Office Manager in relation to team training needs.
26. Undertake training as agreed with Director (particularly concerning the TPDPS) and attend internal and external meetings as requested.
27. Adhere to legal and organisational requirements in the provision of advice, advocacy and representation.
28. Any other reasonable duties requested by the Director and Management Board.

Person Specification

Essential Criteria

- At least 2 years' experience of working in a welfare rights setting within the last 3 years.
- Minimum 3 years' of continuous experience of Managing staff and/or volunteers
- Law Centre NI or NIACAB accredited qualification in Welfare Rights.
- Completion of welfare reform courses to demonstrate ongoing professional development.
- Experience of assisting clients in preparing reviews and mandatory reconsiderations of benefit decisions.
- Experience in the use of IT, software, Microsoft programs, and in the use of CRM software (e.g. Advice Pro).
- Demonstrable knowledge of recent welfare reforms and universal credit.
- Demonstrate the ability to identify and report social policy issues to effect change.
- Demonstrable ability to understand complex information and legislation.
- Excellent, listening, written and oral communication skills.
- Flexible approach to working hours, and travelling to other centres.
- Demonstrable ability to plan, prioritise and organise own workload.
- Caring and empathetic approach to victims/survivors of trauma.
- 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 can demonstrate an appropriate alternative means of meeting the mobility requirements of the post).

Desirable Criteria

- Level 6 Qualification (Degree)
- Law Centre NI, or Advice NI qualification in Tribunal Representation or equivalent.
- Demonstrable knowledge of welfare supplementary payments.
- Demonstrate knowledge of housing rights regarding issues which may affect victims and survivors.
- Awareness of financial support schemes that are available to victims/survivors.
- Experience in representing clients at Social Security and Disability Appeal tribunals or similar appeals.