



The Queen's Award
for Voluntary Service



JOB DESCRIPTION: Welfare Officer (PT)- Mid Ulster- TEMP

Responsible to: Welfare Manager (Line Manager)

Location: Mid-Ulster

Hours of work: 30 hrs per week until 24th April 2026 with possible month by month extension

Salary: £27,547 Gross PA for 30 hrs + 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.

Key working relationships:

Internal contacts:

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

External contacts:

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

Key Responsibilities:

1. **Manage Client Referrals-** Receive and prioritise referrals to the welfare advice service, supporting clients throughout the application process and ensuring timely access to assistance.
2. **Maintain Expert Knowledge-** Stay well-informed on the rules and eligibility criteria for the Troubles Permanent Disablement Payment Scheme (TPDPS), ensuring accurate guidance for clients.
3. **Maximise Client Entitlements-** Support clients in increasing their income through completion of TPDPS applications, conducting benefits assessments, "better-off" calculations, and identifying additional sources of practical support.
4. **Ensure Timely Follow-Up-** Undertake follow-up tasks efficiently to progress client cases, ensuring consistent and effective support.
5. **Work Collaboratively-** Coordinate with internal teams, including Health and Wellbeing Caseworkers, VSS Case Managers, Counsellors, sessional providers, and volunteers, to deliver a holistic and integrated service to clients.
6. **Resolve Cases Thoroughly-** Take responsibility for the end-to-end resolution of client cases, including making calls, drafting letters, preparing for Mandatory Reconsiderations and Appeals, and liaising with relevant staff or external agencies.

7. **Support Information Gathering-** Assist clients in obtaining necessary documentation and information to progress their cases or claims effectively.
8. **Prepare for Appeals-** Draft clear and well-researched written submissions for Social Security Appeals, referencing relevant case law and adhering to the TAS Code of Practice in all representation work.
9. **Maintain Accurate Case Records-** Take ownership of case management, ensuring all relevant details are accurately recorded and updated in a timely manner on the AdvicePro case management system.
10. **Identify Emerging Issues-** Monitor and highlight trends, gaps in provision, and client needs—particularly in relation to welfare reform—so the service remains responsive and relevant.
11. **Stay Up to Date with Legislation-** Remain informed of ongoing changes in welfare legislation and benefits systems to ensure advice provided is current and compliant.
12. **Meet Agreed Service Targets-** Work towards agreed service delivery targets as set in collaboration with the Welfare Manager and in line with requirements from the Funding Body.

Reporting and Communication Responsibilities:

1. **Monthly Reporting-** Prepare accurate and timely monthly reports for the Welfare Service Manager, and submit relevant statistics for the Projects Manager.
2. **Information and Content Development-** Contribute written content on TPDPS-related issues for client resources, including articles for the monthly newsletter, SEFF website, and social media platforms (Facebook, Twitter), as requested.
3. **External Engagement-** Build and maintain effective working relationships with voluntary and statutory organisations, as well as relevant government agencies.
4. **Training Needs Identification-** Liaise with the Office Manager to identify personal training and development needs.
5. **Training and Meetings-** Participate in training activities as agreed with the Director and Office Manager, particularly relating to the TPDPS, and attend internal and external meetings as required.
6. **Administrative Support-** Undertake routine administrative duties associated with the role, such as scanning and uploading documents to AdvicePro, and maintaining orderly filing systems.
7. **Compliance and Quality Assurance-** Ensure all advice, advocacy, and representation complies with legal requirements and aligns with organisational policies and standards.
8. **Other Duties-** Carry out any other reasonable tasks or responsibilities as requested by the Management Board.

Essential Criteria:

1. Law Centre NI or NIACAB accredited qualification in Welfare Rights.
2. Completed Welfare Reform courses demonstrating ongoing professional development.
3. At least 1 years' experience of working in a Welfare rights setting within the last two years.
4. Experience in assisting clients in preparing reviews and mandatory reconsiderations of benefit decisions.
5. Demonstrated knowledge of recent Welfare reforms and Universal Credit

6. Demonstrated ability to identify and report social policy issues to effect change.
7. Ability to identify emerging social policy issues and contribute to influencing positive change through reporting and advocacy.
8. Proficient in using IT systems and Microsoft Office programs, and case management software such as AdvicePro or similar CRM platforms.
9. Trained or experienced in trauma awareness and able to support individuals with complex mental health needs in a sensitive and informed manner.
10. Strong written, verbal, and active listening skills, with the ability to communicate clearly and empathetically with a range of audiences.
11. Ability to manage, prioritise, and organise workload independently
12. A flexible approach to travel, including visits to other centres or outreach locations
13. A current driving licence and access to a suitable, insured vehicle.

(*This requirement may be waived for applicants whose disability prevents driving, provided they can demonstrate a suitable alternative method for fulfilling the role's mobility needs.)

Desirable Criteria:

1. Level 6 qualification (Degree)
1. Experience representing clients at Social Security, Disability Appeal tribunals
2. Demonstrated knowledge of welfare supplementary payments
3. Demonstrated knowledge of housing rights regarding issues which may affect victims and survivors
4. Awareness of financial support schemes that are available to victims/ survivors.
5. Accredited training in welfare rights (e.g. Law Centre NI or NIACAB), or a willingness to undertake such training if not yet completed.
6. Evidence of completed courses related to welfare reform, or a willingness to engage in ongoing professional development in this area.

Employee Value Proposition

SEFF offers the following benefits and values to its staff:

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas
- Hybrid and flexible working opportunities
- Flexible office hours
- A staff Wellness Framework
- A full Employee Assistance Program
- Financial support and investment towards CPD training opportunities
- Great workplace culture and team-building events.