Supporting Victims and Survivors, Strengthening Communities

Sessional Welfare Officer - Wider Welfare

Responsible to:	SEFF's Chief Executive Officer
Location:	Covering North and East of Northern Ireland
Tender period:	Until end March 2027 (but hoped to be extended subject to additional funding being made available)
Payment:	£25 per hour x 20 hours per week
Tax:	The successful respondent will be responsible for paying their own Inland revenue payments and will be responsible for their own travel costs.
Location:	Abilities to use SEFF Offices, partner groups and also home-based working.

Main purpose of role:

The Sessional Welfare Officer - Wider Welfare will provide crucial support and assistance to SEFF's members in their applications for Welfare support across a range of Government supports in Northern Ireland.

Main Duties and Responsibilities:

1. Offer advice and information on accessing welfare benefits, housing, healthcare, and other relevant services in Northern Ireland.
2. To meet and provide direct support to individuals and families facing welfare challenges, and assist in completing Welfare Applications
3. Advocate on behalf of clients to ensure they receive the support and services they are entitled to.
4. Respond to urgent welfare needs, offering advice and support on short-term crisis intervention, including emergency financial aid or housing support.
5. To maintain confidential, professional and appropriate records of all client contact on paper, within SEFF's Cloud Based System 'SharePoint', and within the department's case management system (Advice Pro).

6. To refer clients on to further SEFF services in line with identified need
7. To maintain a professional attitude at all times towards clients, staff, volunteers and all those in contact with SEFF.
8. Where appropriate attend Welfare Meetings.

Person Specification

1. Education: Must have a minimum of 5 GCSE's (A-C or equivalent)

2. Must have completed CAB's Advisor Training Programme (ATP) the Law Centre's equivalent course or be able to demonstrate that they hold a comparable qualification.

3. Must have good knowledge and minimum of 4 years experience in dealing with the Social Security Benefits system (including knowledge of the Universal Credits System and PIP (Personal Independence Payment)

4. Must have a minimum of 2 year's experience supporting clients with Appeals of various benefits across the Social Security Benefits system.

5. Good knowledge and experience of Army War Pensions and Police Injury on Duty.

Process

Scoring by Application form followed by pre-Appointment meeting. Successful candidate will then hold a Service Level Agreement with SEFF to deliver the service.