**Welfare Rights & Debt Advisor**

**Job Title:**  Welfare Rights & Debt Advisor

**Contract Length:** Fixed Term

(maternity cover, 6 months guaranteed, with possible extension)

**Hours:** 28 Hours, Monday – Friday

(working hours negotiable within core requirements over 4 or 5 days)

**Line Manager**: Chief Executive

**Locations:** The Angel Centre, 1 St. Philips Place, Salford M3 6FA and outreach throughout Salford and local health service providers

Our Welfare Rights Project has an excellent track record in Salford and we need a new person to join our team.

**Job Description**

To provide welfare rights and debt advice service for adults experiencing mental health difficulties in the city of Salford.

The service provides a free, independent and impartial comprehensive welfare rights and debt advice service.

The adviser will typically meet people in person in our offices or outreaches including hospitals, and will include:

* Ways of dealing with debts or arrears
* Establishing benefit and tax credit entitlement in order to help people to maximise income
* Filling in forms on behalf of clients
* Drawing up a budget of income and expenditure
* Ways of reducing the amount of money spent and the reduction of household bills
* Managing communications and dealing with creditors

As part of the team, the adviser will help promote the integration of independent rights-based services within mental health services, including the criminal justice and social care services.

**Disclosure and Barring Service criminal record check**

Enhanced check with barring, full disclosure of spent and unspent convictions required.

**Tasks:**

1. To provide information and casework support on a one to one basis for Mind in Salford’s clients on welfare rights and debts.
2. To work at all times under the instruction and guidance of the line management structure.
3. To maintain and disseminate up-to-date knowledge of welfare rights and debt, including policy and legislation, to clients and colleagues.
4. To develop and maintain effective relationships with key local and regional welfare rights and debt service providers (including CABs, local mental health teams and inpatient services).
5. To work within and meet agreed case-working standards, monitoring system requirements and service goals.
6. To provide the service in a range of styles and venues, which will include providing a drop-in service, telephone-based support, and work at different sites.
7. To maintain up to date and accurate records around all work/interventions.
8. To work individually and collaboratively as part of the team in providing services to clients.
9. Where appropriate, to assist in the recruitment, selection, training and supervision of volunteers and client representatives.
10. To work as a member of the team, contributing to service planning and developments.
11. Where necessary to provide cover within the team.
12. Take due account of health and safety and make client risk assessments. Where risks are identified, take action directly or report to management as appropriate.
13. Maintain a high standard of performance by working within Mind in Salford’s policies and procedures.
14. To undertake any other reasonable duties required.

**General**

1. To attend and participate in relevant meetings and give reports/presentations when required.
2. To comply with, promote and contribute to the development of Mind in Salford’s policies and procedures, including its Equal Opportunities and Diversity policies.
3. To participate constructively in appropriate internal and external training courses, supervision and staff away days.
4. To work effectively as an individual and as part of a team in all aspects of the role.

**Person Specification**

**Knowledge and Skills**

1. Demonstrate an understanding of welfare rights and debt and the ability to advise on appropriate actions.
2. Able to understand wishes and needs of mental health service users, and speak up on their behalf.
3. Some knowledge of mental health law and mental health services.
4. Able to engage with vulnerable adults and show respect and understanding.
5. Establish and maintain effective relationships with professionals across varying disciplines.
6. Ability to follow instruction and also to participate in regular supervision.
7. Able to prioritise and organise own caseload and maintain up to date work records including monitoring information.
8. Able to use Microsoft Office and custom database packages, and to be administratively self-servicing.
9. Good negotiation and problem solving skills.
10. Good written and verbal communication skills, including concise and accurate report writing.
11. Able to work flexibly as part of a team and on own initiative.
12. Contribute to team meetings and strategy development.
13. Demonstrable knowledge and skills in service user empowerment and participation.
14. Understanding of health and safety, including risk assessing and lone working precautions.
15. Understanding of and commitment to equal opportunities, diversity and confidentiality.
16. Willingness to learn and develop personally, and engage positively with new ways of working, and to seek out appropriate training for your own professional development.

**Qualifications & Experience**

1. At least 1 years’ experience in welfare rights and debt advice. - **essential**
2. Evidence of training in welfare rights and debt issues. - **essential**
3. Relevant qualifications would be an advantage, but not required. - **desirable**

**Other Requirements**

1. Ability to travel to various sites in the local area.
2. Undertake a Disclosure and Barring Service criminal record check.

Mind in Salford is an equal opportunities employer.