**Job Title:** Welfare & Debt Adviser

**Contract Length:** 2 year 2 months fixed term contract

**Hours:** 37.5 hours per week

**Line Manager:** Advice Service Manager

**Location(s):** Salford

**Salary:** £25,235

**Job Description**

**Job Summary**

* Providing a holistic service to clients around welfare rights, debt counselling, financial capability, budgeting support, grants, housing support and signposting to mental health support.
* Providing high quality advice and casework support to people with mental health difficulties
* Contributing to Mind’s national campaigning work
* To carry a caseload and work with clients on a one-to-one basis, to provide welfare rights advice, information and support

**Main Duties & Responsibilities**

* To work at all times under the instruction and guidance of the specified line

management structure.

* To carry a caseload and work with clients on a one-to-one basis, to provide welfare

rights advice, debt counselling & advice, grant applications, assistance with housing applications, information and support.

* To work within settings around Salford including foodbanks, outreaches and hospital settings where appropriate.
* To maintain an information resource and provide information and casework

support for Mind in Salford on welfare rights.

* To maintain and disseminate up-to-date knowledge of welfare rights policy,

structure and legislation.

* To work within and meet agreed case-working standards, monitoring systems/requirements and service goals.
* To provide the service in a range of styles and venues, which may include providing

a drop-in service, telephone-based support, and work at different sites.

* To maintain up to date and accurate records around all work.
* To work collaboratively as part of the team in providing services to clients.
* To work as a member of the team, contributing to service planning and

developments.

* Where necessary to provide cover within the team
* To undertake any other reasonable duties.

**General Duties**

* To attend and participate in relevant meetings and give reports/presentations

when required.

* To comply with, promote and contribute to the development of Mind in Salford’s policies and procedures, including its Equal Opportunities and Equality and
* Diversity policies
* To participate constructively in appropriate internal and external training courses,

supervision and staff away days.

* To work effectively as an individual and as part of a team in all aspects of the role.

**Person Specification**

**Knowledge and Skills**

* Able to understand wishes and needs of mental health service users and speak up

on their behalf.

* Have at least 1 year experience of delivering Welfare Rights advice in a related setting.
* Have at least 1 year experience of delivering debt advice in a related setting (desirable)
* The Certificate of Money Advice Practice qualification is also desirable, although not essential to the role.
* Able to deliver written and verbal reports of a high standard.
* Able to prioritise and organise own caseload.
* Ability to maintain comprehensive work records on our client management database, and work within and meet agreed case-working standards, requirements, targets and service goals
* Able to engage with vulnerable adults and establish or maintain effective

relationships with professionals across varying disciplines.

* Good negotiation and problem solving skills.
* Able to work as part of a team and on own initiative.
* Understanding of and commitment to equal opportunities and diversity.
* Interest in service user empowerment and participation.
* Interest in Mental Health Law and Mental Health services.
* Written and verbal communication is concise and accurate.
* Able to develop and maintain positive working relationships.
* Committed and reliable member of team.
* Focused on views and needs of service users