**Job Description & Person Specification**

Universal Credit/ Welfare Rights Caseworker

**Salary**: £23,262 FTE

21 hours – Job Share

**Fixed contract**: 12 months

**Responsible to**: DAP Project Director

**Background**

With full service roll out of Universal Credit already underway in Torfaen and migration from legacy benefits imminent, the demand for support with Universal Credit applications and issues is growing. Clients with long-term health conditions/ disabilities, their Carers and families require specialist support in order to make a claim and maintain their journals once the claim is made.

**Purpose of Role**

This post will provide active support for people with long-term health conditions/ disabilities, their Carers and families in making and managing their Universal Credit claims including accessing and utilising on-line services. You will assist them with accessing other organisations to help with managing their money and maintaining their tenancies. You will train volunteers to provide the service in order to increase the number of clients helped.

**Context of Role**

The post is supervised by the DAP Project Director and you will work as an integral part of the caseworker team. The post is fixed term of 12 months.

**Key Tasks**

* Provide assistance to our client group who require additional support to complete their initial UC claim
* Provide assistance to clients to use IT in order to make and maintain their claims
* Provide training on UC to welfare rights caseworkers and volunteers to maximise the support DAP can offer to our client groups
* Monitor the issues faced by clients in making and maintaining a UC claim in order to provide feedback to other bodies/organisations
* Monitor and record number of UC clients supported and time spent with the clients to inform future activities.
* Keep up-to-date with all changes in the delivery of UC and provide information to all welfare rights caseworkers.
* Work with welfare reform networks to contribute to work of groups
* Provide outreach where appropriate and necessary
* Carry out general welfare rights casework as time allows

**Other Duties and responsibilities**

* Uphold the aims and principles of DAP
* Keep accurate records of work carried out
* Participate fully in the work of the charity, attending staff meetings etc.
* Work within the health and safety and equality of opportunity policies and procedures of DAP
* Any other appropriate tasks requested by the DAP Project Director

**Person Specification**

1. Experience of delivering welfare rights advice, guidance, support and preparing cases for tribunals in the areas of ESA/PIP (ESSENTIAL)
2. Knowledge and understanding of Universal Credit (ESSENTIAL)
3. Ability to support Clients to utilise the internet to make UC claims and manage their UC account (ESSENTIAL)
4. Excellent interpersonal skills including the ability to sensitively empower and engage with a large variety of different people (ESSENTIAL)
5. Ability and willingness to work on own initiative and as part of a team (ESSENTIAL)
6. Numerate and literate to the level required by the tasks (ESSENTIAL)
7. Experience of developing training materials and delivering training. (DESIRABLE)
8. Experience of providing representation at ESA and PIP tribunals (DESIRABLE
9. Experience of delivering UC advice, guidance and practical support (DESIRABLE)
10. Experience of producing effective written and oral communications to report on own activities (DESIRABLE)