**Job Description**

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| **Project:** | **Building a Better Future** |
| **Post:** | **Senior Welfare Rights Caseworker** |

**Job Purpose**:

To support the implementation of the Building a Better Future Project by training, developing, establishing, supervising and supporting a team of Welfare Rights Caseworkers and volunteers to provide a high standard of service to all project beneficiaries.

**Principal Responsibilities and Activities**:

* To develop and deliver training for Caseworkers and Volunteers to ensure that the project provides a quality service to all project beneficiaries
* To manage Project Caseworkers and volunteers
* Work closely with the Project Manager and Finance Officer to support the performance of the Building a Better Future team, including collation of performance indicators in the manner prescribed by Lottery Community Fund and reporting these internally and to Lottery Community Fund within set deadlines.
* To be the key contact in relation to day to day project activity reports to the Lottery Community Fund ensuring all reports are submitted in an accurate manner within set deadlines
* To ensure that the project is compliant with the Information Sharing protocols and that all personal data is effectively protected, handled and secured and complies with Data Protection Legislation
* To maintain a caseload of appeal work

**General**

**Values**

We work within a culture and environment that reflects the following values – Approachable, Integrity, Clear, Bold, Excellent

All employees are expected to demonstrate and reflect these values in their day to day activities.

**Health and Safety Requirements**

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable DAP to meet its own legal duties and to report any hazardous situations or defective equipment.

**Equal Opportunities**

We are committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment for all roles and full support will be provided.

**Safeguarding**

We take the Safeguarding and protecting of children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Safeguarding Lead.

**Confidentiality**

Ensure that complete confidentiality is maintained at all times. All information relating to clients, participants, associates, staff etc. is processed in accordance with the Data Protection Act 2018.

**Flexibility**

In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties which may result from changing circumstances, however which may not necessarily change the character or level of responsibility of the post.

**Pensions**

DAP provides a workplace pension in line with statutory duty. We use NEST the pension provider set up by the government. Staff will be automatically enrolled or given the option to be enrolled dependent on their earnings.

**Annual Leave**

All roles are entitled to the equivalent of 4 weeks annual leave plus 8 days statutory holidays and company leave during office closure over Christmas and New Year.

Salary: Actual £26,000 for 32.5hrs per week Post funded until 31st January 2023

Closing date: 27th February 2020

Interview date: 2nd March 2020

To apply please e mail [info@dapwales.org.uk](mailto:info@dapwales.org.uk) for an application pack and complete and return electronically or post to:

Disability Advice Project - Building a Better Future

Unit 9A, Avondale Business Park, Avondale Road

Cwmbran, NP44 1UG

**Person Specification**

**Senior Welfare Rights Caseworker**

The following attributes represent the range of skills, abilities and experiences relevant to this position. Applicants are expected to meet the attributes that have been identified as essential and will be shortlisted on the extent to which they meet the desirable attributes

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| Attributes | Requirements | Essential(E)  Desirable(D) | Method of Evaluation/Testing |
| Qualifications/ Education/ Training | A legal qualification or experience in delivering advice and guidance within a welfare rights setting | (E) | Original Qualification Certificates and Application Form |
| Knowledge and experience | Experience of developing and delivering training  Experience in general advice and guidance  Experience in Welfare Rights advice and guidance to upper tier tribunal level  Experience of multi-agency working  Experience of managing/supervising staff and/or Volunteers  Experience of working in the charity sector  Experience of working with volunteers  Experience in outreach activities | (E)  (E)  (D)  (D)  (D)    (D)    (D)  (D) | Interview, application form, reference and selection process |
| Skills & Personal Qualities | Highly numerate with attention to detail  Excellent IT skills using a variety of packages such as Excel and Word  Organised, accurate and methodical with an ability to prioritise workload, work to tight deadlines and able to work on own initiative.  Demonstrate a flexible approach to team work including task sharing.  Excellent communication skills with the ability to work with a wide variety of personnel at all levels, both internal and external.  Ability to work as part of a team and build and maintain effective and supportive relationships and peers and partners  Able to demonstrate effective leadership qualities  The ability to communicate through the medium of Welsh | (E)  (E)  (E)  (D)  (D)  (D)  (D)  (D) | Interview, Application Form, Reference and selection process. |