

JOB DESCRIPTION

Job Title:	Benefits Adviser and Tribunal Representative
Salary:	£30,777 per annum
Hours of Work:	36 hours per week (to be worked flexibly)
Holiday Entitlement:	25 days per annum plus statutory holidays

RELATIONSHIPS

Responsible to:	Deputy CEO
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PROJECT AIMS

- To provide carers and their families with advice and support to access the benefits and allowances they may be entitled to, to reduce financial hardship, including representing them at tribunal hearings
- To work with colleagues to identify the need for other support to carers and their families
- To work as part of a team to ensure that the vision and aims of KCN are promoted

Responsibilities

1. To provide information, advice and casework to carers, and the people they care for, on a wide range of welfare benefits, social care and related issues.
2. To manage casework effectively and rigorously, ensuring deadlines are met.
3. To advise carers, carry out benefit checks, complete claim forms (paper and online), gather evidence, undertake research, draft reviews and appeals, and to represent people at tribunal hearings.
4. To prepare for and provide representation to carers, and the people they care for, at Appeal Tribunals and other relevant hearings, where appropriate.
5. To liaise with a range of professionals to ensure all relevant evidence is collated and organised in a timely manner.
6. To maintain an up to date knowledge of relevant changes in law and policy and undertake training as required.
7. To support other staff advising carers on benefits and the appeal process.

8. To carry out regular file reviews and provide casework supervision and in turn, participate in being supervised and appraised.
9. To keep accurate case records and use the KCN database to record case notes and other information.
10. Liaise with other voluntary and statutory bodies as necessary.
11. To provide advice and assistance to staff across the range of welfare benefits issues.
12. Where appropriate, to provide advice or support to helpline staff in other voluntary organisations
13. To work as part of a team.
14. To participate in staff and team meetings and contribute to KCN activities as appropriate.
15. To meet agreed targets, manage own workload and provide reports on work as required.
16. To work within the policies of Kingston Carers' Network.
17. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
18. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
19. To take part in the provision of training courses and information sessions for professionals and carers run by KCN.
20. To carry out any other tasks as reasonably required

KINGSTON CARERS' NETWORK

Registered Charity No: 1151456

PERSON SPECIFICATION – Benefits Adviser and Tribunal Representative

Essential

- Demonstrable experience of benefits advice work.
- A comprehensive working knowledge of welfare benefits
- Ability to undertake complex benefit calculations
- Ability to complete claim forms (paper and online), gather evidence, undertake research, and draft reviews and appeals
- Ability to represent people at tribunal hearings.
- Ability to manage varied and complex caseload and to monitor outcomes
- Ability & willingness to work both independently and as part of a small team.
- Commitment to work within the aims, principles and policies of KCN
- Ability to give and receive feedback objectively, sensitively and constructively.
- Ability to monitor and maintain required standards.
- Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower carers, whilst maintaining structure and control of meetings.
- Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production- this post is self-servicing.
- Commitment to continuous professional development, including a willingness to develop relevant knowledge and skills.
- Ability to research, analyse and interpret complex information
- Ability and willingness to work flexible hours.
- An understanding of the role of carers and some of the issues that may affect them.
- Ability to communicate effectively both orally and in writing at all levels.
- Good time management skills and an ability to prioritise workload.
- Commitment to maintaining relationships based on trust & confidentiality.
- Understanding of equal opportunities and diversity.

Desirable

- Experience of support and advocacy work with carers
- Use of car.
- Knowledge of legislation relating to carers.
- Experience of working with carers and/or carers' groups.
- Ability to design and produce appropriate information and publicity materials.

