



October 2018

1. JOB IDENTITY

Post Title:	Money Advice & Welfare Rights Officer	Service:	Business Services
Section:	Finance	Grade:	Admin G
Reports to:	Principal Welfare Officer		

2. JOB PURPOSE

- To assist residents of Aberdeenshire in maximising the take up of welfare benefits and to provide monetary advice and guidance on their personal finance issues.
- To prevent homelessness and promote tenancy sustainment.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Provide up to date advice and guidance on legislation & welfare benefits, financial assistance to customers to support in any application
- Assist customers to apply for welfare benefits, financial assistance to maximise their income and to apply for entitlement cards where appropriate
- Monitor and maintain accurate statistical information as required
- Organise appointments, prepare paperwork for appointments which could include financial assessment of needs for customer.
- Advise multi-disciplinary team members on benefits policy and entitlement issues
- Assist customers with applications to Appeals procedure and make representations at Appeals Tribunals when required
- Assist the Council in the development of its overall development of policies and services
- Work with Department of Work & Pensions, voluntary organisations and other Council services

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to HNC or SVQ3 level or equivalent transferable experience and skills
- Desirable:**
- Academic achievement to HND or SVQ4 level
 - Working knowledge of welfare rights and Department of Work & Pensions benefits

5. EXPERIENCE

Essential:

- Experience of working with vulnerable households

Desirable:

- Experience of debt counselling
- Experience of working with people with a disability, vulnerable and older people
- Experience of the welfare system

6. KNOWLEDGE AND SKILLS

Essential:

- Knowledge of Welfare Rights & Benefits, Council Tax Reduction, and Inland Revenue Tax Credits
- Customer-focussed with excellent organisational, interpersonal, communication, interviewing skills with the ability to work to tight and often conflicting deadlines and secure positive outcomes
- Good numeracy skills, accuracy and attention to detail
- Awareness of the importance of integrity, confidentiality, diplomacy and tact
- Self-motivated team player with a positive approach and able to promote good team working
- Ability to travel
- Excellent oral and written communication skills
- Proficiency in the use Microsoft Office packages

Desirable:

- Good negotiating skills
- Knowledge of social security benefit appeals process and tribunal process and relevant legislation
- An understanding of Social Housing and homelessness issues and legislation

7. ADDITIONAL REQUIREMENTS

Driving Compliance

Authorised car user

It is a material condition of employment for this post that the employee holds a current full driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, the post is designated as an authorised car user and will be entitled to receive mileage payments.

The employee will also be required to produce their licence, on request, at periodic intervals.

Should the employee's driving licence be withdrawn, for whatever reason, it may be necessary to terminate the employee's appointment.

Politically Restricted	Not applicable to this post
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AGREED