

Benefits Advice Worker Person Specification

Applicants will be short-listed on the following specifications and should refer to them in the application form. Experience may be paid or voluntary, full or part time.

EXPERIENCE	Essential	Desirable
Experience of providing advice and assistance with applying for welfare benefits, and completing application forms	✓	
Experience of working on the provision of information, advice and support	✓	
Experience of collaboration with external organisations	✓	
Experience of working with members of the public	✓	
KNOWLEDGE	Essential	Desirable
Understanding of working with people who may be in distress, terminally ill, or who are adjusting to major change in their lives.	✓	
An understanding of Industrial Injuries Benefits and Compensation Schemes		✓
An understanding of the barriers to accessing support for asbestos victims		✓
An understanding about the hazards of asbestos, asbestos related diseases and the issues facing those affected.		✓
Knowledge of support services and other organisations within the region		✓
Knowledge of the principles of GDPR and Confidentiality	✓	
Knowledge of the principles of Safeguarding		✓
SKILLS AND ABILITIES	Essential	Desirable
Capacity to relate to people from a range of backgrounds with ease and sensitivity and conduct face-to-face interviews	✓	
Proven verbal and written communication skills	✓	
Proven ability to manage a caseload and produce timely, accurate case records	✓	
Working knowledge of MS Office or equivalent including database, spreadsheets, word processing	✓	
PERSONAL QUALITIES	Essential	Desirable
Can work as part of a team for the effective delivery and development of services and projects	✓	
Can work on own initiative, work to deadlines and take responsibility for personal and professional development	✓	
Flexible and adaptable to change	✓	
Ability to travel extensively throughout the West Midlands and neighbouring counties and occasionally throughout the UK	✓	
VALUES	Essential	Desirable
Understanding of those who use our services being enabled to have greater opportunities to exercise their rights/entitlements	✓	
Recognise and value all aspects of diversity	✓	