



Job Description

- Job Title:** Carers Welfare Benefits Advisor
- Reporting to:** Welfare Rights Manager
- Responsible for:** Welfare benefits advice, screening, and advocacy
- Work location:** The Carers Centre, 21 Brayford Square, London E1 0SG (the post will require outreach working away from the office)
- Hours of work:** 35 hours per week
- Salary:** £28,600 per annum
- Length of Role:** Fixed Term Contract until 31 March 2026 with possible extension, subject to funding.

This post is subject to an enhanced DBS check.

Overall purpose of the role:

To provide a comprehensive and efficient welfare benefits service to carers in Tower Hamlets in order to maximise their income, undertaking welfare rights checks; providing information and advice; and supporting carers with applications for a range of benefits such as: Universal Credit; Employment Support Allowance; Housing Benefit/Council Tax Reduction; Carers Allowance; Attendance Allowance and Personal Independence Payments.

Employed by the Carers Centre and supervised by the Welfare Rights Manager, the post holder will be expected to work both alone and as part of a team.

Main Tasks of Postholder

1. To work within the framework required of an Advice Quality Standard accredited agency
2. To maintain clear, accurate and up-to-date case records using the Carers Centre Case Management system
3. To identify & support Carers caring for an adult living in Tower Hamlets.
4. Responsible and accountable for the delivery of a quality welfare benefits service.

5. To liaise with the Department for Work and Pensions and Local Authority to establish benefit entitlement for carers
6. To refer and signpost Carers to access other local services and agencies as appropriate.
7. To contribute to the development of staff training activities as required and in the provision of relevant information.
8. To contribute to reports to aid the monitoring of both the effectiveness of the service and new developments within the welfare benefits system.
9. To attend supervision sessions and other meetings as required by the Carers Centre policy and practice.
10. To attend and be an active participant in Carers Centre team meetings
11. To seek and record client feedback to understand whether needs are being met, and to plan any necessary adjustments.
12. To work as part of the team on the setting up and running outreach as needed at local community forums and events.
13. To maintain accurate records on our CRM and contribute to reports as required.
14. To carry out the duties of the post with due regard to the Carers Centre's Equal Opportunities & Confidentiality policies.
15. To attend 1:1 support & supervision; team meetings; and other relevant meetings & undertake training as required.
16. To attend clinical and management supervision sessions as required.
17. To work within the policies & procedures of the Carers Centre.
18. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.

This list is not exhaustive and other tasks may be added in consultation with the postholder which are considered commensurate with the level of the post.

PERSON SPECIFICATION

Values and Personal Attributes	
Commitment to the values of the Carers Centre	Essential
Positive work ethic: professional, enthusiastic, dependable.	Essential
Proactive approach to personal development and the updating of skills and knowledge	Essential
Commitment to equality and diversity	Essential
Skills and Knowledge	
Knowledge of Carers issues and the ability to provide appropriate advice and information	Essential
Knowledge of the welfare benefits system, including Universal Credit, carers' benefit and disability benefits	Essential
Ability to use Word, databases, outlook and other office systems.	Essential
Ability to organise and prioritise own workload	Essential
Ability to work on initiative and as part of team.	Essential
Understanding and commitment to GDPR compliance	Essential
Good communication skills in writing and speaking	Essential
Experience	
At least one year's Welfare Benefits Advice Work	Essential
Recent, relevant benefit advice work experience	Essential
Other Requirements	
Flexible approach and willingness to work outside of office hours	Desirable
Ability to travel occasionally (e.g., outreach work and home visits)	Essential
Ability to speak a community language (Sylheti, Bengali)	Desirable

The Carers Centre is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Disability Discrimination Act 1995 to accommodate a suitable disabled candidate.