

Job Description

Job Title	Welfare Advisor	Starting salary and range	£34,220 - £39,696
Contract length	Permanent	Hours per week	35
Manager	National Welfare Manager	Location	Manchester
Team	Legal Advice and Welfare Services (LAWS)	Responsible for	Volunteers (where applicable)
Level of DBS/PVG check required		Enhanced	

** Freedom from Torture is committed to showing the salary for all advertised roles and not negotiating salaries for roles, in light of evidence that this contributes to structural inequality.*

Our policy is that all appointments will be at the start of the salary range but successful candidates will have the opportunity to move up the scale over time. The progression up the salary range is reviewed on an annual basis and subject to affordability.

Main Purpose	The main purpose of this post is to work within the holistic model of rehabilitation and provide direct welfare advice, casework and advocacy to Freedom from Torture clients undergoing therapy and treatment on a broad range of issues such as asylum support, welfare benefits (asylum and mainstream), housing and homelessness, destitution, health and social care access and other welfare related areas of law, policy and practice affecting torture survivors as asylum seekers and refugees.
Scope	The postholder will receive, process and manage welfare referrals received for Freedom from Torture clients. This role requires careful and sensitive delivery of complex welfare information and advice often to very vulnerable clients and requires an individual with significant experience of working as a welfare adviser and advocate with a vulnerable client group. Acting as a point of contact for the Manchester and Scotland Services, the postholder will be linked closely to and work collaboratively with the clinical teams. They will ensure that equality and diversity values underpin the day to day working of the practice area and deliver and maintain high standards of practice.
Decision making & level of authority	Responsible for identifying and prioritising urgent referrals and self-allocation. Plans own workload. Responsible for working independently to assess cases and determine case management and strategy including the delivery of advice, casework and advocacy. Prioritising and managing welfare

	risk (such as around destitution etc) within own caseload with support and close guidance from the National Welfare Manager on complex casework. Welfare advisers work independently within their centre with delegated responsibility for maintaining safe, ethical and boundaried practice. Responsible for supervision of volunteers within their centre if required. Contribution to multi-disciplinary decision making alongside therapists, care coordinators, legal advisers and other professionals within the clinical teams.
--	---

Duties & Key Responsibilities	
<u>Welfare Advice and Casework</u>	
1. Process, manage and resolve a broad range of welfare referrals received for Freedom from Torture clients by providing direct casework support, advice and advocacy. 2. Build and maintain effective relationships with specialist lawyers and external welfare advice service providers to ensure referral pathways for treatment clients with very complex needs. 3. Liaise and work collaboratively with Freedom from Torture's clinical teams, other welfare advisors and legal advisors in relation to the welfare needs of treatment clients that are linked to the complexities of their asylum or immigration cases or clinical matters with a particular focus on evidence 4. Maintain accurate and timely records of work undertaken and advice given using the electronic database. 5. Recruit and supervise welfare volunteers to support the overall function of the welfare advisors if necessary. 6. Provide emergency and annual leave cover for other Welfare Advisors as and when required.	
<u>Training and Capacity Building</u>	
Contribute to the development and delivery of training and internal written guidance for clinical staff and service users across Freedom from Torture's centres in the area of welfare law, policy and practice as it relates to survivors of torture.	
<u>Support Freedom from Torture's External Influencing Work</u>	
Help the National Welfare Manager advise the Policy & Advocacy, Communications and other teams of trends, potential test cases, and issues arising from case work and important developments in the welfare field.	
Other responsibilities:	
• Taking care of own well-being and take advantage of well-being initiatives offered by the organisation to its staff. • Compliance with organisational policies and practices, and attendance at mandatory training.	

- Any other duties as required by the organisation.

DRAFT

Person Specification

This form indicates which criteria are Desirable or Essential and how this will be assessed

A = Application, I = Interview & T = Test

Knowledge & Qualifications	D	E	Assessed
Training/qualification in welfare rights	X		A
Evidence of continuing professional development		X	A & I
Good understanding of safeguarding, health and safety and equalities legislation		X	A, I & T
Skills & Experience for this role	D	E	Assessed
Experience providing welfare advice and advocacy with individuals who are experiencing mental health difficulties.		X	A, I & T
Understanding of current Social Care policies/practices.		X	A, I & T
Experience of working with interpreters.	X		A & I
Experience working with refugees and asylum seekers and an understanding of the needs of this group and the associated support services and mechanisms available.		X	A, I & T
Experience of working within a similar role providing advice and advocacy on a range of welfare issues to include housing, welfare benefits and Asylum Support.		X	A, I & T
Particular experience of the benefits system, including the application, assessment and appeals procedures.		X	A, I & T
Experience in recruiting, selecting and managing volunteers or transferrable skills and demonstrable ability to do so, including knowledge and understanding of equality and diversity issues and the ability to integrate into employment policies and practices.	X		A