



## Job Description

<b>Job Title:</b>	Older Persons Welfare Rights Caseworker
<b>Reporting to:</b>	Welfare Rights Manager
<b>Responsible for:</b>	Welfare benefits & generalist advice, screening, and advocacy
<b>Work location:</b>	The Carers Centre, 21 Brayford Square, London E1 0SG (the post will require outreach working away from the office)
<b>Hours of work:</b>	35 hours per week
<b>Salary:</b>	£30,803 per annum
<b>Length of Role:</b>	Fixed Term Contract until 31 August 2027 with possible extension, subject to funding.

**This post is subject to an enhanced DBS check.**

### Overall purpose of the role:

To develop and deliver a comprehensive and efficient welfare benefits service to older people, carers and those they care for in Tower Hamlets to maximise their income. Undertake welfare rights checks; provide information and advice; and support carers with completing applications for a range of benefits such as: Pension Credit; Housing Benefit/Council Tax Reduction; Carers Allowance; Attendance Allowance and Personal Independence Payments & Universal Credit.

You will provide information, advice and support with applications for other benefits and services available to older people such as grants, blue badge applications etc.

You will work both at our hub, The Carers Centre, and in the community to meet the needs of our clients and promote the service amongst our partners and colleagues. You will raise awareness of the rights of older people (who may be carers or cared for persons), developing partnerships across the borough in order to increase the identification and referrals of older carers or carers of older people.

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 identify & support Carers caring for an adult living in Tower Hamlets.
3. Responsible and accountable for the delivery of a quality welfare benefits service.
4. To liaise with the Department for Work and Pensions and Local Authority to establish benefit entitlement for carers and those they care for.
5. To support carers and those they care for with benefit applications, mandatory reconsideration & appeals
6. To refer and signpost Carers to access other local services and agencies as appropriate.
7. To contribute to the development of training activities as required and in providing relevant information for colleagues, partners and other organisations.
8. To be proactive in setting up and delivering outreach at local community forums and events.
9. To develop partnerships with organisations that specialise in supporting older adults in order to develop referral pathways and mutual working relationships
10. To contribute to reports to aid the monitoring of both the effectiveness of the service and new developments within the welfare benefits system.
11. To attend and be an active participant in Carers Centre team meetings
12. To seek and record client feedback to understand whether needs are being met, and to plan any necessary adjustments.
13. To maintain clear, accurate and up-to-date case records using the Carers Centre Case Management system
14. To maintain accurate records on our CRM and contribute to reports as required.
15. To carry out the duties of the post with due regard to the Carers Centre's Equal Opportunities & Confidentiality policies.

16. To attend team meetings, other relevant meetings & undertake training as required.
17. To attend clinical and management supervision sessions as required.
18. To work within the policies & procedures of the Carers Centre.
19. 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

<b>Values and Personal Attributes</b>	
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
<b>Skills and Knowledge</b>	
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 age-related disability benefits	Essential
Proficient in using digital tools to support clients, i.e. supporting with online applications, facilitating access for digitally excluded clients.	Essential
Experience of working with partners and building relationships with other services.	Essential
Proficient in IT usage including Microsoft applications, 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
<b>Experience</b>	
At least one year's Welfare Benefits Advice Work	Essential
Recent, relevant benefit advice work experience	Essential
<b>Other Requirements</b>	
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.