



- Job Title:** Welfare Adviser (Bilingual Spanish and English Speaker)
- Salary:** £28,100 per annum pro rata
- Pension:** Government Workplace NEST Pension Scheme
- Hours per week:** Part time - 28 hrs per week equivalent to 4 days per week
- Location:** On-site at Latin American House (NW6 4TA)
- Reports to:** Head of Operations
- Responsible for:** Up to two volunteers
- Contract:** Fixed term (one year) with possibilities of extension

Deadline to apply: We encourage applicants to apply as soon as possible, as applications will be reviewed on a rolling basis. Our aim is to recruit the most suitable candidate for the job, and we welcome applications from individuals of all backgrounds. We particularly encourage applications from those who identify as members of minoritised groups, as well as from Latin Americans and individuals with lived experience of the immigration and asylum system, to better reflect the community we serve.

Job Purpose

Latin American House (LAH) is an organisation led by and for Latin Americans in the UK. Our work is dedicated to support the needs of the Latin American community in London and beyond, particularly those most disadvantaged or at risk enduring living and working conditions in low paid jobs, facing barriers to social protection, elderly and without skills or

knowledge of social support systems in the UK. The individuals and families using our services benefit from efficient and practical support, learn new skills and improve their own opportunities. We strive to provide essential tools to Latin Americans to empower themselves in their pursuit of personal and social change.

The Welfare Adviser will provide high quality specialist welfare benefits and housing advice, information and guidance to our service users, referring them internally and externally for additional advocacy and support as required, following organisational policies and procedures, and ensuring fulfilment of regulatory compliance with our Advice Quality Standard (AQS) accreditation, meeting the standards of quality in the delivery of advice services as required. The post-holder will work closely and collaboratively with other advisers, staff team members, interns, trainees, and volunteers as relevant, providing face-to-face advice, by telephone or other digital media.

Main accountabilities

1. To provide LAH service users with high quality free specialist welfare benefits advice and guidance on income maximisation, that is accurate, effective, and tailored to their particular needs and circumstances by:

- Interviewing those that access our service using sensitive listening and questioning skills to allow them to explain their problem(s) and empower them to set their own priorities.
- Identifying which benefits they are entitled to, advising on how to claim, assisting with completing forms and challenging benefit decisions.
- Using appropriate information sources and exploring options so that those accessing our service can make informed decisions.
- Ensuring income maximisation through the appropriate take up of income, including those relating to universal credits, child benefits, personal independence payment, disability living allowance, welfare benefits, pensions, bursary/grants and discretionary payments or reliefs.

- Providing in-depth quality specialist advice on behalf of service users where necessary, by making applications, supporting oral or written communications, and negotiating with third parties such as statutory and non-statutory bodies as appropriate.
 - Dealing with service users' enquiries efficiently, making sure to provide a warm and welcoming environment.
- 2. Manage an adequate caseload of enquiries from LAH service users in a condition of extreme financial need, including those who are homeless (or on the brink of homelessness), including:**
- Assisting in sourcing housing options for guests that are homeless or in insecure accommodation.
 - Maintaining detailed case records, ensuring that all work meets all auditing, quality standards and the requirements of LAH funders ensuring that information is stored regularly and confidentially in the filing and case management systems provided.
 - Ensure that users' data is kept confidential in compliance with LAH's Data Protection and Confidentiality Policy.
 - Ensuring that your work reflect and support the LAH service's equality and diversity strategy.
- 3. To contribute to the development of LAH Advice Programme, which aims to provide frontline, one-to-one advice and casework in key areas of need for the community, including welfare entitlements, housing, employment and immigration, by:**
- Providing regular monitoring and service updates reports for the line manager of the position or Director on activities against targets as requested.
 - Fostering effective partnerships and developing referral processes with key organisations and services, such as food banks, shelters, among others. Maintaining and updating LAH's record of referrals and signposting agencies, and other relevant service providers.

- Delivering workshops for service users on new, emerging, or common welfare issues that impact the lives of vulnerable people, particularly with a focus on budgeting and financial management skills, employability skills and digital inclusion as instructed.
- Keeping abreast of developments in the welfare benefits and housing fields (especially as these concern migrants and minority ethnic groups), taking up training on matters relevant to the position's work and in agreement with the line manager of the position and potentially training volunteers or other members of staff as instructed.
- Participating in reviewing LAH's Advice Programme Strategy and planning for future developments as required.
- Implementing strategies to acknowledge and value volunteers, interns and trainees for their contributions, cultivating a positive volunteer experience, and encouraging volunteer retention.

4. Other accountabilities:

- Participating in regular one-to-one sessions for both service and professional development purposes, including regular Independent Case Reviews to assess the quality standard of advice work.
- Attending regular staff and other team meetings as required.
- Adhering to and proactively promoting Latin American House's Equality, Diversity, and Inclusion Policy in all aspects of your role.
- Working within and actively promoting LAH's Safeguarding policy, and ensuring a comprehensive understanding of LAH's procedures for promoting and safeguarding the welfare of children, young people, and vulnerable adults.
- Adhering to guidelines to ensure compliance with Health and Safety at Work regulations.
- Undertaking any other duties pertinent to the role as directed by the line manager of the position, to ensure the effective delivery and progression of services and activities, as well as the smooth operation of the organisation

Person Specification

Competency	Specification	Essential	Desirable
Education and Experience	A minimum of two years post-qualification as a welfare adviser or equivalent qualification with particular emphasis in welfare benefits, debt, housing and/or employment	✓	
	Qualification in Information, Advice & Guidance	✓	
	Essential IT and telephone skills and experience of using an online based Client Management System (CMS) to deliver advice across multiple channels (i.e. AdvicePro)	✓	
	Experience in liaising with partner organisations and stakeholders	✓	
	Experience working/volunteering in the voluntary sector		✓
Knowledge and Understanding	In-depth current knowledge of at least three areas of welfare advice: Universal Credit, Child Benefit, Social housing, Homelessness, PIP/DLA or Carer's allowance, Job Seeker's Allowance or Pensions	✓	
	Understanding of legislation relating to housing policy and homelessness in the UK	✓	
	A thorough understanding of the needs and issues facing the Latin American community in the United Kingdom	✓	
	A commitment to integrate equal opportunities principles and anti-discriminatory practice in all aspects of the work	✓	
	A commitment to continuous professional development, including a willingness to self-develop own knowledge and skills	✓	

	Working knowledge of employment advice in the UK		✓
Skills and Abilities	Excellent command of English and Spanish both orally and in writing	✓	
	Excellent communication and interpersonal skills, and approachable and sensitive nature	✓	
	Initiative, resourcefulness and a “can do” attitude	✓	
	Good ICT skills, including the ability to be self-administering, making use of computerised systems and databases	✓	
	Ability to work as part of a team as well as independently and be open to learning from others	✓	
	Ability to give and receive feedback objectively and sensitively	✓	
	Ability to manage own time and meet deadlines	✓	
	Awareness of GDPR provisions and ability to reflect these in case administration		✓

Other requirements or conditions of the role

- You might be requested to participate in occasional organisational activities on the weekends and/or outside your working days/hours.
- This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

Last updated May 2024