

Job Statement

Role: Welfare Officer

Location: Home Based

Hours: 37.5 per week, working 9am-5pm, Mon – Fri, with flexibility to work out of these hours if needed

Contract type: Permanent

Salary banding: £25,000 – £29,000 (dependent on experience)

Reports to: National Support Manager (NSM)

Key Relationships: Support Team, myaware members, welfare professionals

Job Purpose: Offering information, advice and guidance to members of myaware around welfare and benefit related topics, such as, financial support, employment, education, and transport. Whilst proactively maintaining and increasing membership of myaware for people living with myasthenia, their families, and carers. Raising awareness of myaware's work through annual initiatives and through relationships with welfare professionals and other organisations.

Main Responsibilities

Support of members:

- Agree with clients from the outset on what support and advice will be provided
- Working with clients to identify areas of support that are relevant to their circumstances
- Always listening carefully and asking questions to ensure that the client's situation fully is understood
- Providing positive guidance on making benefits applications
- Where relevant assisting clients with appeals when benefits applications have been rejected for potentially unsound reasons
- Providing advice and information on issues relating to employment or access to education
- Proactively maintain and increase membership of myaware
- Deliver online welfare information sessions
- Signpost members to information including internal sources such as the myaware website and relevant external organisations
- Promotion of all myaware services
- In conjunction with the NSM, manage myaware's social media platforms and closed groups to encourage access to the benefits and welfare service and increase engagement by providing relevant and informative topics
- Work with the support team to maintain efficient administration of membership and moderation of myaware closed Facebook groups
- Contribute to content for My-News, the website and literature where required
- Train, motivate, and support volunteers ensuring they are working within the guidelines of the organisation

Awareness

- Help raise awareness of myaware's work to support people with myasthenia through annual initiatives such as My Awareness Month and Rare Disease Day
- Develop and maintain relationships with welfare professionals and support or umbrella organisations to ensure myaware's status as a reliable source of information in relation to myasthenia in the UK
- Promote myaware's support services including the benefits and welfare service, online support sessions, social media support, and specialist services
- Contribute towards the promotion of information gathering activities such as surveys and reports

CRM Database:

- Creation and maintenance of new and existing member records with an emphasis on broadening consents, capturing information, and encouraging members to remain members
- Organise online welfare events, creating invitations and managing all communications with attendees through the CRM system
- Utilise CRM marketing tools to provide information to members

Planning and Administration

- Provide updates and reports to the NSM as requested
- Manage all communication with contacts on CRM system
- Agree any expenditure with the NSM prior to committing the charity and submit regular expense claims for costs incurred
- Effectively manage leave through the online system
- Deliver welfare services in line with support strategy and agreed budget
- Assist with annual planning of the budget where requested
- Work in co-operation with colleagues in all departments

Health & Safety

- Adhere to all stated policies relating to health and safety
- Adhere to procedures relating to the proper use and care of equipment
- Undertake any necessary risk assessment prior to events (whether organised or supported by the charity)

Fundraising

- Where appropriate work with the fundraising team to help to cultivate potential donors for example during online sessions

Other

- Attend biannual all staff face to face team meetings
- Attend regular online team meetings
- Apply myaware's 'Values' to every aspect of the role and in all communications both internal and external
- Always ensure confidentiality, only releasing confidential or personalised information externally with consent from a manager
- Comply with the requirements of the General Data Protection Regulation to ensure integrity and security of myaware's information
- Always remain vigilant to any safeguarding concerns within day-to-day performance of your job role to ensure our statutory and organisational responsibilities are met in respect of safeguarding children and vulnerable adults
- Ensure that all members, colleagues, and external contacts are treated as individuals within myaware's diversity and equality framework
- Ensure that responsibility is taken for self-development and learning within the role
- Undertake any other duties that are reasonable and are commensurate with the role

Person Specification for role of Benefits and Welfare Office

Assessed via: **A** – application, **I** – Interview, **P** – Presentation

Attributes	Essential	Desirable
Qualifications/Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience of IAG role or similar (A,I) • Completion adequate benefit and welfare related training (A,I) • Experience of working with and supporting volunteers (A) 	<ul style="list-style-type: none"> • Level 3 NVQ Certificate in Advice and Guidance (IAG Qualification)
Knowledge and Skills	<ul style="list-style-type: none"> • A comprehensive understanding of Benefit and Welfare related issues that face people with long term health conditions (A,I) • Excellent communication skills, both verbal and written (A,I) • Proficient in the use of Microsoft Office programs, i.e., Outlook, Word, Excel (A,I) • Ability to plan, monitor and deliver advice/initiatives to agreed deadlines (A,I) • Excellent organisational skills (I) • Experience of using a work-related database or CRM system. (A,I) 	<ul style="list-style-type: none"> • Knowledge of Myasthenia and related conditions (A,I) • Experience of Raiser's Edge CRM system (I)
Attitude	<ul style="list-style-type: none"> • Flexible, enthusiastic and outcome focused with an ability to act on own initiative (A&I) • Ability to remain calm under pressure (I) • Effective collaborator (I) • An understanding of the need for confidentiality and discretion (I) • Professional approach to successful interaction with internal and external stakeholders (A,I) • An empathetic and understanding nature (I) • Dedicated to enhancing the wellbeing of those affected by Myasthenia (I) • A commitment to equality and diversity (A,I) 	
Other	<ul style="list-style-type: none"> • Willingness to undertake training and personal development (I) • Flexibility to work evenings and weekends if required (I) • Able to attend biannual face to face all staff team meetings twice a year (I) 	