



March 2023

Job Description

Job Title:	Advice & Guidance Benefits Lead
Reporting to:	Independent Living Manager
Salary	£27,810- per annum

Job Outline

To provide Specialist welfare benefits Information & Advice to people with a learning disability and sign post to support groups. The service is primarily outreach or home visits.

Main Duties

- It is envisaged that you will be mainly outreach providing home visits to individuals within the Royal Borough of Greenwich, although this will vary depending on the needs of service users. You will hot desk in the main office when needed.
- You will provide impartial and confidential advice and information to service users on a wide range of topics including welfare benefits, health and wellbeing, personal finance and debt, housing and educational and leisure activities.
- You will research, interpret and explain legislation in the context of letters to service users and official documents.
- You will provide clear and accurate information in person, over the telephone and via email.
- You will support service users in their identified and emerging needs to enable them to make informed choices about their lives.
- You will mediate on a service user's behalf by, for example, writing letters, completing welfare benefit application forms, making telephone calls and attending meetings.

- You will support service users to self-advocate, or advocate on their behalf if required.
- You will signpost and refer service users to other specialist sources of support, such as social workers and employment agencies and support groups.
- You will work in partnership with parents and carers and relevant professionals to ensure the needs, wishes, aspirations and entitlements of service users are understood and supported.
- You will support surgeries at a variety of specialist settings and community venues.
- You will provide a monthly peer support budgeting session.
- You will liaise with internal departments within Greenwich Mencap and external agencies, such as the Community Learning Disability Team.
- You will keep up to date with appropriate legislation and policies, particularly those relating to welfare benefits. You will observe internal policies within Greenwich Mencap, including confidentiality, data protection and safeguarding vulnerable adults and children.
- You will maintain individual case records and administrative systems. You will compile data on services for the Local Authority, in accordance with contract monitoring requirements.
- You will ensure impartiality and confidentiality when supporting service users.
- You will provide information, training and shadowing opportunities to volunteers and students, as required by your Line Manager.
- You will maintain an up to date knowledge base of current mainstream and specialist services and entitlements for service users, particularly in respect of benefits, health, housing, leisure activities, training and employment.
- You will contribute to the learning and development of Greenwich Mencap and the organisation as a whole, including links to wider campaigns. You will undertake all training required of the role.
- You will actively participate in supervisions with management, team meetings, Away Days and the Annual General meeting (AGM).
- You will keep management informed of progress and any change in circumstances for either the individual service user or their family. You will report any potential areas of risk or concern to line management or Senior Safeguarding Person (DSP).
- You will work in accordance with and actively promote the values of Greenwich Mencap, including equal opportunities and diversity.

- Fundraising is a key element of all jobs within Greenwich Mencap and you may be required to work occasional weekends and evenings to support such events. You should have fun and participate in fundraising and teamwork activities.
- You will take on other duties that may arise in the course of meeting the requirements of this role.

General

- To attend monthly supervision meetings with the Independent Living Manager Manager
- To participate in team and staff meetings as and when required
- To work within and fully comply with the policies and procedures of Greenwich Mencap
- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals
- To undertake any other duties which may from time to time be required, and to participate in other events as requested by line manager
- To undertake any other duties commensurate with the purpose and remit of the post

All duties and responsibilities must be carried out in line with requirements of Data Protection Act (GDPR), Equalities Act and with due regard to own and others' health & safety.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Advice and Guidance Lead
PERSON SPECIFICATION**

Assessment will occur via application and interview

Note to candidates

Any criteria marked (A) will be used for short listing purposes.

You should attempt to describe how you meet these criteria in the 'General Experience and Further Information' section of the application form, giving examples where possible. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

	Essential	Desirable
Experience		
Experience of working in an advice setting providing welfare benefit specialist advice		X
Experience of providing advice to people with a learning disability, their families and carers		X
Experience of working with and supporting volunteers		X
Experience of handling a high volume of telephone calls in a customer-focused environment	X	
Qualifications, Skills, knowledge & abilities		
Degree level qualification in a relevant field such as law, health, education, or social care	X	
In depth knowledge of issues relating to people with a learning disability	X	
Excellent administrative skills, well organised with good time management and a methodical approach to work	X	
Ability to organise, prioritise and forward plan work and working under own initiative	X	
Ability to provide accurate and appropriate advice in an understandable format	X	
Ability to work accurately whilst under pressure	X	
Line Management and Team Working		
Self-motivated with the ability to work both independently and as part of a team	X	
Communication Skills		
Excellent oral and written communication skills and ability to communicate effectively with a wide range of people	X	
Personal attributes		
Empathy and understanding of people with a learning disability and the issues that impact their lives	X	

	Essential	Desirable
Commitment to the principles of Equality & Diversity and it's practical implementation	X	
Reliable with good time keeping	X	
Information Management and Technology		
Ability to proficiently use Microsoft IT packages and customer relationship databases	X	
Excellent IT skills and experience using MS office software, databases and work processing applications	X	
Travel		
Ability to travel within Greenwich borough	X	
Full UK driving license		X

**For further information about Greenwich Mencap visit our website:
[www. greenwichmencap.org.uk](http://www.greenwichmencap.org.uk)**