**1. Job Description**

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| **Job Title**: Benefits Advisor    **Salary:** £22,360 pro rata per annum  **Hours of work:** 21 hours per week  **Location**: 9 Springfield Road, Sale, Manchester, M33 7XS  **Reports to**: Carer Support & Engagement Manager  **Responsible for**: No direct line managing responsibilities.  **Length of Contract:** Permanent |

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| **1. Job Purpose**  Trafford Carers Centre supports unpaid carers through a holistic approach to health & wellbeing.  As part of the Carer Engagement Team which supports carers to achieve positive outcomes, your role will help carers (and the person they care for) to maximise their household income through identifying benefits or other entitlements that they may not be accessing. Typically, we help carers to access Carers Allowance, Attendance Allowance, Pension Credit, widowed benefits and bereavement support.  Since 2017 we have supported carers to access £3.9 million of unclaimed entitlements and improve financial situations. |

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| 2. Main Duties and Responsibilities **Role:**   * Meet with carers to explore their full benefit entitlements * Help to complete claim forms such as Attendance Allowance, Pension Credit, Blue Badge, Council tax reduction etc. * Provide advice and guidance on ‘next steps’ to be taken after the completion of a claim form (mandatory reconsiderations & appeals) * Build relationships with key partners to support delivery of the role * Identify need and signpost to debt advice * Through carer interactions, identify and refer carers to relevant teams for support * Support development and delivery of a calendar of events & activities linked to national events & campaigns including but not limited to Carers Week (June) and Carers Rights Day (November) * Support volunteers to enhance the service offer to maximise income for carers   **Building Partnerships and Relationships to enable wider support for Carers, complementing TCC’s services**   * Build relationships with key partners to enhance carer support and increase carer awareness * Support delivery of key events and activities including Carers Week, Carers Rights Day, outreach clinics and workshops   **Working with colleagues to develop resilience of organisation**   * To log and record attendance, impact and other data necessary to the organisation’s needs * Monitor and evaluate efficiency and effectiveness of project/outreach/workshop activity * To support strategic development of Trafford Carers Centre   **Marketing and Communications:**   * To contribute to the delivery of a 16 page quarterly newsletter to carers * To maximise use of Trafford Carers Centre website and social media for communicating to carers and supporters * To ensure brand awareness in all marketing activity and materials produced |

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| **3. General Responsibilities**   * To adhere to Trafford Carers Centre policy portfolio, including Equal Opportunities, Code of Conduct, Health and Safety and Disclosure of Information Policies * To undergo training and development as is necessary to maintain appropriate performance in the post * To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities * To attend all staff, trustee meetings and organisational events such as the AGM and open days as required * Attend regular supervision with line manager as required * Communicate any emerging issues, trends or concerns with senior staff and to know when to refer issues to senior staff * Be efficient, responsible and maintain a high level of personal organisation. * Ensure that equality and diversity are key considerations in service development and delivery * To keep records and statistics for effective monitoring of the service, ensuring that all files and information are kept in accordance with Trafford Carers Centre’s policy on confidentiality and data protection * To work evening or weekend hours as required by the activities relating to the service (for which Time off in Lieu may be given) in line with Trafford Carers Centre’s policy portfolio * To undertake any other reasonable tasks consistent with the grade and purpose of the post * To attend stakeholder events to promote Trafford Carers Centre as appropriate |

**2. Person Specification**

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| **Dimension** | **Scope** | **Ess** | **Des** |
| **Experience & Qualifications** | A registered carer / former carer |  | √ |
| Experience in a community based role within the Private, Voluntary or Public sectors. |  | √ |
| Experience of working with people with disabilities or their carers | √ |  |
| Experience of form filling for a variety of benefits | √ |  |
| Experience of building key relationships with internal and external partners | √ |  |
| Awareness of statutory issues affecting the not-for-profit sector, current funding and commissioning trends |  | √ |
| **Knowledge, Skills and Abilities** | Knowledge of other similar organisations in the health & social care sector |  | √ |
| Up to date knowledge of the Welfare Benefits system, legislation and awareness of the needs of carers | √ |  |
| Skill to identify the needs of carers whilst protecting the rights of the individual and recognising conflicting interests | √ |  |
| Ability to understand and communicate complex information in a clear and concise manner to users, carers and professionals | √ |  |
| Ability to work on own initiative with excellent organisational and time management skills to deliver targets. | √ |  |
| Ability to develop to support carers to fill in forms |  | √ |
| Willingness to learn, enthusiasm and a commitment to carers | √ |  |
| A commitment to Equal Opportunities / Equalities and Diversity in work and in service provision | √ |  |
| To work within Trafford Carers Centre mission & values | √ |  |
| Proficiency in Microsoft Office packages. | √ |  |
| Strong administrative skills, including use of databases | √ |  |
| Access to own vehicle with business insurance | √ |  |

Ess = Essential

Des = Desirable

**3. Main Terms of Employment**

# Permanent Contract

# 1. Salary

£ 22,360 pro rata per annum

**2. Hours of Work**

21 hours per week, that can be worked flexibly on agreement with line manager.

Occasional evening or weekend working may be required for which Time off in Lieu will be given.

# 3. Annual Holiday

25 days per year (pro rata) plus public holidays.

## 4. Sick Pay

After six months of employment your sick pay entitlement in any rolling year will be 1 month on full contractual pay, and one month on half contractual pay. Entitlement in the first 6 months is Statutory Sick Pay only. Part time employees will receive pro-rata benefits.

**5. Health Benefits**

Following successful completion of probation enrolment on the employee Health Scheme

**6. Maternity Leave**

Statutory provisions apply.

**7. Pension**

Trafford Carers Centre offers a Group Personal Pension Scheme with an employer contribution of 3% Employees become eligible after three months employment, depending on employment status.  We comply with the Pensions Auto Enrolment Regulations.

## 8. Training and Development

## We encourage personal development and training for which support is provided when resources allow.

**9.** **Probationary Period**

You will be required to successfully complete a probationary period of 6 months.

## 10. Notice period

4 weeks written notice on either side, except during the probationary period, when statutory notice applies.