

## Person Specification

<b>Job Title</b>	Welfare Rights Caseworker
<b>Grade</b>	SO2
<b>Service/Section</b>	Welfare Rights Service / Advice & Benefits
<b>Directorate</b>	Finance

**Method of Assessment:** AF= Application Form, T = Test, P = Presentation, I = Interview  
**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
<b>Experience</b>		
Significant Welfare Rights advice or advocacy experience. This could have been gained within work or voluntary capacity.	AF/I	E
<b>Knowledge, Skills and Abilities</b>		
Up to date knowledge of key social security benefits and tax credits	I/T	E
Ability to identify potential entitlement to welfare benefits and tax credits.	AF/I	E
Ability to provide detailed and accurate benefits advice on the full range of benefits and tax credits to both advisers and the public, to create clear case records and manage individual casework.	I	D
Ability to communicate well orally to individuals and groups	I	D
Ability to communicate well in writing eg. Producing benefits publicity and letters, leaflets, letters to official agencies.	AF	E
Ability to work in a team within a managerial structure.	I	D
Ability to identify policy issues arising from casework examples and/or proposed benefit changes, and to progress appropriate responses to the issues identified.	AF/I	D
Skills in operating a range of IT software packages, in particular benefit calculation software, Microsoft Word, Excel, Powerpoint, emails and internet web page applications.	AF/I/T	E
<b>Equal Opportunities</b>		
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E