

LONDON BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT FINANCE

POSTHOLDER

SECTION WELFARE RIGHTS SERVICE

GRADE: S02

POST DESIGNATION WELFARE RIGHTS CASEWORKER

Purpose of Job: To provide advice and casework support for the front line services run by the Welfare Rights Service, and to work alongside with other areas of the work of the team as required.

Main Duties:

1. To provide expert advice to staff and front line advisers who contact the Advisers Line, which is a 2nd tier service for advisers in the borough.
2. To provide advice to residents on the general advice line services - telephone interviews with potential claimants for the purpose of advising on benefit entitlement, and subsequent support to ensure that successful claims are made for any benefits identified.
3. To provide advice and casework on a range of projects undertaken in the Welfare Rights Service, which enable referral routes into the team from a variety of teams and services.
4. To advise on entitlement to the full range of benefit and tax credit entitlements, including claim processes, backdating, appeal rights and discretionary payments.
5. To be able to support front line advisers to resolve their clients queries.
6. To provide casework support to ensure benefit claims and entitlement are awarded correctly.
7. To work alongside Senior Welfare Rights Officers with preparation of materials to support delivery of advice and training (eg. calculation examples).
8. To attend outreach sessions when required.
9. To ensure and maintain expert and up to date knowledge of legislation and welfare benefit issues.
10. To maintain detailed case notes and to ensure that further work is actioned when due and appropriate follow up actions taken (for example, co-ordinating referrals to partner organisations for support with appeals).
11. To give information about and signpost/refer clients to other related services provided by the council and/or voluntary organisations.
12. To liaise with partner organisations as appropriate.

13. To interrogate IT systems and databases for relevant information.
14. To attend team and other meetings as necessary.
15. To undertake any other work appropriate to the level and general nature of the post's duties.
16. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
17. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Designation of Post to which Postholder normally reports:

Welfare Rights Performance Manager