

Job Description

Job Title:	Benefits Service Manager
Section:	Benefits Service
Location:	SEL Mind boroughs – travel across all boroughs required
Hours:	30 hours per week
Responsible to:	Director of Operations
Responsible for:	Volunteer Support Coordinator, Referrals Coordinator, Welfare Benefits Specialists (casework supervision)

Role Summary:

SEL Mind's Benefits Service offers form-filling and assessment support, as well as casework for support in challenging benefits decisions.

You will manage the Benefits Service, ensuring a high quality of support is offered to clients. When required, you will manage projects to develop and expand this across the boroughs in which we operate. You will line manage the Volunteer Manager and Referrals Coordinator and provide casework supervision to the Welfare Benefits Specialists (whose line management will be provided through their operational structure).

You will work with staff and partner organisations to develop clear pathways for joined up provision of benefits support and will lead on ongoing service development and quality assurance approaches. You will prepare the service to achieve the Advice Quality Standard (AQS).

Key Responsibilities:

Service design & development

- Work closely with SEL Mind colleagues and other professionals across all boroughs to develop and maintain referral pathways into benefit support provision
- Consolidate internal procedures to ensure safe and effective service delivery to include protocols for recruitment and management of volunteers and consistent use of Views database
- Work with the wider team to build form-filling capability and roll out this function
- Prepare all areas of the service to meet the requirements of the Advice Quality Standard, working with the Director of Operations to manage the application process.

Promotion and communications

- Work with colleagues in the communications team and partners to promote the benefits support offer externally
- Attend local and national meetings and events on behalf of the organisation and integrate learning to support improved practice
- Act as a champion for benefits awareness across the organisation ensuring that wider teams are aware of legislative updates as appropriate

Operations and line management

- Provide high quality line management to a small number of direct reports and leadership to the wider team, ensuring best practice within the service
- Ensure that all casework undertaken by staff conforms to accepted high quality advice provision standards and SEL Mind's systems and procedures
- Manage capacity across the team to maximise our reach and impact whilst meeting the requirements of our contracts
- Ensure project monitoring and reporting takes place in a timely and effective way
- Provide statistical information on the number of clients, nature of cases and outcomes, and provide regular reports to management
- Monitor service provision to ensure that it reaches the widest possible client group

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to welfare benefits and undertake appropriate training
- Keep up to date with models of best practice within the IAG/welfare benefits sector
- Attend relevant internal and external meetings as agreed with the line manager

General Responsibilities:

- Work in line with SEL Mind's [Purpose, Vision, Values and Aims](#)
- Positively represent SEL Mind, both internally and externally, and promote our work
- Comply with SEL Mind's policies and quality frameworks
- Promote understanding, awareness and positive attitudes towards mental health and dementia
- Promote equity, diversity and inclusion
- Attend and actively contribute to individual supervision and training sessions, team meetings and organisational events
- Perform other duties appropriate to the role
- Support, encourage and engage active service user and carer participation wherever possible