

Person Specification

Benefits Adviser/Caseworker



This Person Specification is provided for the information of Applicants. The Centre will use these criteria when assessing the suitability of applicants

Essential Requirements - mandatory

1. Knowledge and experience of providing a Benefits advice and casework service to clients covering the broad range of Benefits;
2. Able to demonstrate an in-depth knowledge of Benefits, including those related to disability, sickness and in work benefits;
3. Ability and experience of assisting clients prepare for benefits appeals at Tribunal
4. Experience of effectively managing a caseload with a high turnover of clients/cases;
5. Preparedness to oversee and supervise any Benefits work that might be carried out from time to time by other staff and volunteers;
6. Ability to manage and prioritise workload and ability to meet any targets that may be set including on numbers of clients;
7. Ability to undertake and deliver outreach advice sessions and an awareness of the particular issues involved in this area of work;
8. Knowledge, experience and ability to use resources to obtain information to provide and confirm advice;
9. Willingness to cascade skills and knowledge to other staff and volunteers through delivering internal Benefits update training/workshops;
10. Good time management skills and the ability to deal with a varied and busy caseload;
11. Clear and concise written, oral and interpersonal communication skills;
12. Understanding of the issues and problems experienced by people living in an inner city area;
13. Ability and preparedness to work flexibly, including providing cover at outreach venues if necessary;

14. Effective and professional communication skills, whether orally or in writing, with particular emphasis on negotiation and representation;
15. Ability to be self-sufficient administratively, including in the use of information technology and common software tools such as Microsoft Word, Excel and email clients such as Gmail. Please note, this includes being competent in the use of such tools i.e. able to draft and work on documents and send and receive email;
16. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures;
17. Excellent client care skills and an awareness of the issues involved in interviewing clients including at outreach locations or making home visits;
18. Ability to be self-directing, work on own initiative, prioritise own work, meet deadlines and manage caseload;
19. Ability to give and receive feedback objectively and sensitively and a willingness to challenge and be challenged constructively;
20. Ability and willingness to work as part of a team;
21. A commitment in principle to the aims, principles, policies and procedures of Brixton Advice Centre, including its equality and diversity policy.

Desirable but not mandatory

22. Recent experience of volunteering or working in a third sector advice setting;
23. Additional language skills.
24. Experience of providing representation at Benefit appeal tribunals