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**Job Specification**

**Job Title:** **Welfare Benefits Case Worker**

**Reports to: Welfare Benefits Lead (Bath Mind)**

**Contract type: 9 Months Fixed-Term - ends 30th September (with aim to extend)**

**Hours of work: 15 hours per week**

**Salary: £12.14ph**

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community. Since then we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with thousands of people annually to improve and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**About Bath Mind’s Welfare and Benefits service**

Bath Mind are part of a joint project with Citizens Advice Bath & NE Somerset, advising clients on complex benefit problems. Our clients are advised by our own Welfare Benefits Lead who will work with them to:

* Identify what benefits they can claim
* Maximise income via better off calculations
* Fill in benefit forms
* Challenge decisions
* Negotiate with DWP, including Job Centre
* Support with Appeal decisions

**Overall Responsibilities as Case Worker**

* To support the welfare benefits of clients involved with Bath Mind
* To provide benefits support and understanding for clients living with poor mental health
* To support Bath Mind staff with knowledge and understanding of the benefits system
* To be an ambassador for Bath Mind (Champion) and to raise the service profile within B&NES
* To form a bridge between clients already within our services and the Lead Benefits caseworker

**Communication Responsibilities**

* To adopt a team approach and be a proactive team member within Bath Mind
* To be non-judgmental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of Bath Mind at all times
* To maintain positive working relationships with other employees
* To attend supervision, appraisals and team meetings
* To attend training and relevant courses for professional development

**Specific Responsibilities**

* Support the welfare benefits of clients involved within services delivered by Bath Mind.
* To work with Bath Mind staff to increase their benefits knowledge and understanding.
* To provide wellbeing support and advice for those either supported by our Wellbeing Services and/or those with Welfare Benefits claims in progress or in place.
* To make calls, complete administration and to support with the monitoring and evaluating of the services.
* Link with other organisations as necessary.
* Encourage financial confidence, signposting the client to workshops where they can learn how to better manage their finances.
* Signpost clients to other appropriate organisations if the Bath Mind Welfare Benefits service does not meet their needs.
* Keep up to date confidential records.
* Manage your own workload and ensure you are able to meet deadlines.
* Identify and discuss any training needs at supervision and yearly appraisal.
* Support with measuring outcomes and evaluations.

**Other benefits**

* 25 day’s holiday per year + Public and Bank Holidays (pro rata)
* Employee Assistance Programme
* Free membership to Soul Spa (Bath)
* Workplace pension scheme
* Sick pay
* Eligibility for Blue Light Card membership

**Person Specification**

Essential Criteria

* Experience in supporting people and providing assistance with advice, information or benefits support
* Experience in voluntary sector or with vulnerable client groups.
* Understanding of mental health issues and a nonjudgmental approach, putting people at their ease
* An understanding of vulnerable adult safeguarding issues
* An enthusiastic and quick learner who is keen to take on new information and training.
* A personal philosophy that is in tune with the vision and values of the charitable sector and to have a real desire to help people in difficulty
* Successful working experience that demonstrates high level personal and professional organisational skills and a practical solution focused approach
* Excellent listening & communication skills that demonstrate sensitivity and the ability to build up trust with people
* Experience of dealing with stressful situations calmly
* A positive personality with the social and interpersonal skills to engage with clients and others
* A clear understanding of confidentiality requirements and the maintenance of professional boundaries
* Excellent verbal and written communication skills
* Confident IT literacy – Microsoft Office, Excel and social media
* Reliable and self-motivated with the ability to work on own initiative, be proactive and flexible to suit case load
* An effective team member
* A commitment to professional development
* A clear understanding of equal opportunities

Desirable Criteria

* A relevant higher education qualification
* Mental Health First Aid certificate