

Trainee Welfare Rights Adviser

The role involves working directly with adults with physical and mental health conditions to attain financial security and independence. You will spend your time working with clients over long periods of time to help them to secure income via sickness and disability benefits. You will support them to challenge bad decisions made by the Department for Work and Pensions, often representing cases at Tribunal.

What you can expect from this role :

In this role you will learn to :

- Work with disabled adults and people with various complex life circumstances over long periods of time
- Help people with mental health conditions to advocate for themselves in dealings with various government and council departments
- Research and utilise social security legislation and caselaw in benefits claims
- Provide advice and casework on managing benefit claims from the point of initial claim up to appeal
- Represent client cases in Social Security appeals
- Identify additional issues faced by your clients and support them to engage with other services as necessary

Person Specification (what we need from you) :

- Demonstrate a keen interest in social justice and in the empowerment of marginalised people including disabled people.
- Demonstrate an understanding of the impact that poverty can have on people's health and wellbeing.
- Able to develop good working relationships with others from a wide variety of backgrounds
- Demonstrate an understanding of the importance of good professional boundaries when working with vulnerable adults
- Have good negotiation and problem-solving skills.
- Have good written and verbal communication skills.
- Be confident with computers and internet including the use of Microsoft Office, email, and online meeting/conferencing software such as Zoom or Teams.
- Be able to work both as part of a team and independently on your own initiative.
- Be able to adapt to changing priorities and deadlines
- Be able to maintain up to date records of your work and to organise your own work effectively.