

## JOB DESCRIPTION

**Job title:** Trainee Welfare Rights Adviser

**Responsible to:** Welfare Rights Manager

**Salary:** Starting salary is £25,205.26 per year (SC2-SP12)

**Hours:** 37.5 per week

**Contract type:** 12-months fixed term contract with possibility of permanent thereafter should funding permit.

**Location:** Hackney & working from home (a mixture of both across the week)

### About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

### Our values are:

**Connected:** Creating a compassionate and supportive community.

**Fair:** We strive for equity- no-one's needs should go unmet.

**Brave:** We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and you'll make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of claiming state welfare benefits and/or of having difficulties with their Mental Health are encouraged to apply.

DBS clearance for an Adult Workforce at Enhanced level with Barring is required for this role.

### **Purpose of the post:**

The role involves delivering front-line support to patients of the East London NHS Foundation Trust's mental health services.

The social security system in this country is a complex and often confusing one to navigate. Disabled people's lives tend to be more expensive and with every year the Department for Work and Pensions (DWP) introduce policies which make it harder and harder for many to access the support they are entitled to. This is only compounded further where there are other complexities to an individual's life such as having English as a second language or substance misuse problems.

You will be trained on-the-job to deliver specialist advice and casework to a range of adults with various health conditions and life circumstances. You will be supported to develop expertise in disability benefits and in challenging incorrect decisions made by the DWP. You will gain expertise in working with disabled people, in de-escalation and safeguarding, and in maintaining appropriate boundaries when working with vulnerable adults.

Throughout your traineeship you will be supported by the Welfare Rights team and Manager via regular one-to-one check-ins, weekly team meetings, and monthly supervisions. You will receive ongoing advice and support to help you to learn and manage your caseload of clients.

Your work will support Mind CHWF and the East London NHS Foundation Trust to challenge an often punitive and unjust welfare system and achieve financial security for a caseload of disabled adults.

### **Main duties and responsibilities:**

1. Support a caseload of disabled adults to:
  - Make new claims for welfare benefits, and
  - Dispute incorrect decisions made on existing claims, and
  - Access other associated means of support such as Freedom Pass, food vouchers, charitable grants, Occupational Therapy, etc.
2. Prepare and represent appeals at social security tribunal hearings
3. Identify other areas in which your clients would benefit from additional support and helping them to access it (such as helping them to engage with health professionals and social services)

4. Identify and report risk and safeguarding concerns as they arise.
5. Develop expertise in de-escalation, managing difficult behaviours, maintaining appropriate boundaries.
6. Work both individually and as part of a team and contribute to the development of the service.

### **Personal specification:**

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

**Essential criteria are the most important experience, skills or knowledge to apply for this role.**

**Desirable criteria are skills and experience that we would prefer.**

Please contact [finn.keaney@mindchwf.org.uk](mailto:finn.keaney@mindchwf.org.uk) for an informal chat should you wish to discuss

### **Experience, Knowledge, Skills, Abilities - Values and Motivations:**

**Connected:** Creating a compassionate and supportive community.

- Ability to work with professionals across a range of disciplines (E)
- Excellent written and verbal communication skills (E)
- Ability to deliver high quality written work to deadline (E)
- Excellent IT skills, confident in use of MS office suite (E)
- Ability to deal with difficult behaviour (E)
- Experience in customer service (D)
- Experience using Customer Management system / online database packages (D)

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- A keen interest in social justice and in the empowerment of marginalised people (E)
- An understanding of the impact that living with mental illness and poverty can have on people (E)
- An understanding of the difficulties facing people seeking support via the benefits system in this country (E)
- An understanding of the importance of maintaining appropriate boundaries when working with vulnerable adults (E)
- Commitment to the principles of equal opportunities and diversity (E)

- An understanding of the difficulties facing people seeking mental health support in this country (D)

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- Able to work well both as part of a team and independently (E)
- Must be self-reflective and able to ask for help where needed (E)
- Be able to adapt to changing priorities and deadlines and to changing client needs (E)
- Ability to identify and respond to risk appropriately, and to escalate to the appropriate people or services where necessary (E)
- Excellent problem-solving skills (E)
- An ability to research solutions to novel problems as they arise (D)

## Qualifications

No qualifications are needed for this role, but applicants should:

- Be confident in the use of computers (Microsoft Office suite and use of internet, with experience using database / customer management software a plus)
- Be well organised.
- Have excellent communication skills both written and verbal
- Be resilient and adaptable.