

**PHOENIX FARM OPEN DOOR PROJECT**  
**THE ARK ADVICE CENTRE**  
**REGISTERED CHARITY: 1098333**



**Job Title:** Welfare Rights Advisor  
**Based at:** The Ark, 12, Wollaton Avenue, Gedling NG4 4HX  
**Reports to:** The Ark Project Manager

**The Role:** The Ark exists for the prevention and relief of poverty and hardship; it is a UK registered charity and a member of Advice UK. In support of our charitable aims we are seeking to employ an individual who will assist individuals and families who need welfare rights advice.

The successful candidate will need to be self-motivated, innovative and enjoy working with and supporting vulnerable individuals with complex and diverse needs. They will have a high level of English language skills both written and oral and will be a good listener able to empathize with people in distress. They will be able to deliver benefit advice and complete a range of benefit applications and forms, including reconsiderations and appeals.

The successful candidate will need to demonstrate an understanding of the social security and welfare system in the UK. They will have strong communication skills and an ability to give advice based on professional training. Depending on the candidate's experience an advice and guidance NVQ may be taken alongside this employment.

**Time commitment:** 25 hours per week

**Salary - dependent on qualifications and experience:** £13,650 - £16250 p/a **Pro rata:** £10.50 - £12.50 per hour

**Holidays:** 140 hours p/a (including bank holidays).

**Duties Include:**

- Meeting new and existing clients to discuss which benefits they're entitled to and how to claim them.
- Helping people fill in benefit applications
- Challenging benefit decisions
- Writing appeal letters for the First-tier social security tribunal
- Keeping up to date with benefits legislation
- Maintain case records for the purpose of continuity of casework, information retrieval, monitoring, and reporting
- The ability to stay calm in difficult situations
- Sensitivity and an understanding of the need for confidentiality
- Undertake any other work, consistent with the purpose of the post, as directed by the Project Manager

**Personal Attributes:****Essential:**

- Excellent listening and communication skills, with the ability to adapt to a wide range of communication and learning styles.
- Ability to work under pressure, on your own initiative, but also to be part of a team
- Commitment to working to the organisation's policies, procedures and ethos
- Ability to work in an organised manner
- Excellent communication and report writing skills
- Good IT skills – especially word-processing, and database entry
- An ability to deal with clients and other professionals in a sensitive manner
- Customer focused with a strong commitment to client care
- Ability to manage a client caseload and meet targets and deadlines
- Strong team player with a positive and flexible approach to both work and colleagues
- A helpful and trustworthy character who respects confidentiality and can work with a wide range of people.
- Sympathetic to and supportive of The Ark's Christian ethos and values

**Desirable:**

- Employment, budgeting, and benefit knowledge.
- Experience of working with volunteers.
- Experience of people development on a one to one basis

**Qualifications:**

GCSE or equivalent qualifications in Maths and English – Grade C and above.

**Safeguarding:**

A satisfactory enhanced Disclosure and Barring Service (DBS) check will be a requirement once a conditional offer of employment is made to successful candidates.

**Training:**

Training will be provided.

**How to apply:**

Please send a CV and a personal statement of not more than 1000 words outlining your ability to meet the above criteria and reason for applying by email to [thearkjobs@gmail.com](mailto:thearkjobs@gmail.com)

**Application deadline:**

Applications must be received in the format stated above by 29<sup>th</sup> April 2022. Interviews will take place week commencing 9<sup>th</sup> May 2022.

For further information please call 0115 8599556 or email [thearkjobs@gmail.com](mailto:thearkjobs@gmail.com)