

JOB DESCRIPTION

JOB TITLE: BENEFIT & WELFARE ADVISER (Voluntary)

PROJECT: COMMUNITY FINANCIAL LITERACY & SUPPORT (COMFLAS)

RESPONSIBLE TO: PROJECT MANAGER

JOB OUTLINE:

To provide free, confidential and impartial benefit and welfare advice, and information to residents of West Lothian. Working to West Lothian Financial Inclusion Network (WLFIN) aims and principles ensuring that all residents are aware of their financial choices and to promote access to financial advice, financial products and other services, particularly for the most excluded social groups and assist in the development of the service whilst maintaining a commitment to the Equal Opportunities Policy of the WLFIN project.

The basic time commitment is a minimum of around 6 hours per week, to include time for a number of hourly sessions plus time necessary for meetings, training, keeping up to date with new information, dealing with administration, etc. Actual hours to be discussed further at interview.

Job Activities	Skills Desired	Training and Support
Working with clients in local area, dealing with enquiries	Good communication skills Interest in working within advisory setting	Support in offering service and up-skilling to provide effective service
Making use of WLFIN and partner resources including internet research	Basic IT skills and willingness to learn about welfare benefits and research options available	Training on Office applications and Sage software.
Mediating on behalf of clients and making referrals	Good communication skills Ability to follow-through on actions	Appropriate training will be given including Conflict Management
Undertaking calculations e.g benefits, fuel consumption	Basic numeracy skills, ability to use a calculator or internet software accurately	Appropriate training will be given on in-house databases and relevant applications
Accurate recording of cases	Basic IT and writing skills, attention to detail Ability to maintain confidentiality	Training will be available on computer packages used
Helping clients choose course of action	Impartial and supportive attitude	Relative training as appropriate
Maintaining correct admin procedures within WLFIN	Willingness to learn and develop skills and keep up to date with information resources	Participation in training, participating in volunteer meetings
Monitoring enquiries, identifying issues likely to affect clients along with recurring issues	Awareness of issues affecting clients	Participation in exercises and surveys undertaken by WLFIN and entry onto supplied laptop
Other duties as required	Willingness to work as part of a team	Ongoing support meetings and training sessions

