

# Gaddum

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**Job Description:** Carers Manchester Welfare and Benefits advisor

**Job Title:** Welfare & Benefits Advisor (Carers)

**Responsible to:** Chief Executive & Gaddum Board

**Accountable to:** Head of Development & Innovation

**Reporting to:** Carers Manchester Network Coordinator

**Salary:** £22,991 per annum

**Hours:** 35 hours per week

**Location:** Remote / Gaddum House

## Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

## Job Summary

The Carers Manchester welfare and Benefits advisor will work across two areas of work.

### Carers Manchester Network (CMN) Learning and Development Programme

The CMN L&D programme is commissioned by Manchester Health Care Commissioning to deliver learning opportunities to [unwaged carers](#) in the city. The programme has been ongoing since 2017 and has been extended to run until July 2022. Learning opportunities come in the form of workshops, currently being delivered remotely, which range from First Aid training to cooking and exercise classes. In its final 12 months, the programme intends to reinstate face to face workshops and enhance its delivery of opportunities to young carers.

The programme sits within the Carers Manchester pathway, which acts as a key referral point. Workshops are often delivered in collaboration with Carers Manchester network organisations and their new and existing support groups.

As part of the L&D team your core role will be to deliver Welfare and Benefits Workshops for carers, which provide an overview of the range of benefits available to carers and the people they care for. In addition to this, you will also be expected to manage a caseload of follow on benefits advice work delivered to carers who have attended the workshops.

### Carers Manchester Pathway

Carers Manchester is a partnership of voluntary and statutory organisations, working together to improve the services available to carers in the city. As part of the Carers Manchester pathway, you will be expected to work alongside the Carers Manchester Contact Point, supporting carers who require Welfare and Benefits advice and support.

In addition to this, you will be required to work to develop the knowledge and understanding of welfare and benefits within other Carers Manchester staff and Carers Manchester Network organisations through the delivery of Benefits awareness sections and 1-1 staff support.

This will involve working extensively with Statutory, Voluntary sector partners and within the existing carers Manchester services to enhance the support that is offered to carers in Manchester.

### **Job Purpose**

To improve the knowledge and access to welfare and benefits support to carers in Manchester by delivering 1:1 and group advice, guidance and support to carers and professionals. Fulfilling the role will require the development and management of effective relationships with Carers Manchester Network members and a range of partners and Community based organisations in Manchester.

### **Main Duties and Responsibilities**

#### **Job Purpose**

- To provide face-to-face & video workshop based advice
- To provide 1-1 support to carers requiring welfare benefits advice
- To act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate.
- To negotiate with third parties as appropriate, both orally and in writing.
- To ensure income maximisation through the take up of appropriate benefits.
- To promote the work of Carers Manchester to eligible clients in need of financial assistance, and to other local groups and organisations who work within the community.

- To refer clients to other advisers or specialist agencies as appropriate
- To develop working relationships with other professionals working with the client group and representing the project at meetings with other agencies as appropriate.
- To provide group, and 1-1 advice to Carers Manchester Network staff, designed to enhance knowledge of the Welfare Benefits available to carers
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### **Training and Development**

- To keep up to date with legislation, case law, policies and procedures
- To attend and participate in training as required
- To attend relevant internal and external meetings as agreed with the line manager
- To effectively engage in supervision
- To effectively engage in team meetings

### **Administration and Contract Monitoring**

- To maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- To contribute to the production of quarterly and annual reports as required within the both the L&D project and Carers Manchester.
- To ensure that all work and recording conforms to Gaddum's standards and policies and any Financial Conduct Authority requirements.
- To maintain reference material and local information systems.
- To provide supervision to student social workers on university placement within Gaddum.
- To provide monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.

### **Additional Duties and Responsibilities**

The post-holder will be required to undertake other tasks as reasonably directed by the Carers Manchester Network Coordinator, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures

- Promote the work of Gaddum and safeguard its good name and reputation at every opportunity
- Promote Gaddum events and activities
- To be aware of personal safety and security when carrying out work

- To adhere to Gaddum Safeguarding Adults Policy and report any concerns regarding an individual's safety
- To deliver training to Gaddum staff as appropriate
- To work alongside existing staff within Carers Manchester to ensure carers support works smoothly between services.
- To actively engage in ongoing personal and professional development, making full use of supervision, appraisal and learning opportunities.
- To act at all times to promote equality and diversity ensuring inclusive and integrated services.
- To encourage service users to be aware of the full extent of Gaddum's services.
- To maintain a general understanding of the work of the whole organisation and attend team meetings/events.
- To adopt a flexible approach to working patterns to suit the needs of the role and responsibilities as required.

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## Person Specification- Carers Welfare and Benefits Advisor

Criteria	Essential	Desirable	Assessed*
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Evidence of continuous professional development.</p>	<p>Educated to degree level or holds an appropriate professional qualification or equivalent relevant experience.</p> <p>Holds Institute of Money Advisers Accreditation</p>	A, I, T
Knowledge & Experience	<p>One years' proven experience of providing welfare benefits advice and support.</p> <p>Experience of using case management systems</p> <p>Experience of case work with vulnerable individuals.</p> <p>Experience of advocating on behalf of service users.</p> <p>Experience of presenting information in a variety of formats for different audiences.</p> <p>An understanding of Safeguarding processes.</p> <p>Up to date knowledge of welfare benefits and relevant financial issues</p> <p>Knowledge of issues affecting carers.</p> <p>An understanding of Equality and Diversity duties in the workplace.</p> <p>Understanding of, and demonstrable commitment to, ensuring equal opportunity.</p>	<p>Experience of applying for hardship grants from charitable funds for vulnerable adults</p> <p>Experience of delivering workshops/training</p> <p>Experience providing supervision to staff/volunteers or students</p> <p>A good knowledge of agencies, organisations and professionals with a Manchester/Greater Manchester remit.</p> <p>Knowledge of Gaddum and its services.</p>	A, I, T

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<b>Skills &amp; Abilities</b>	<p>Excellent verbal and written communication and negotiation skills.</p> <p>Ability to communicate with a wide range of people, including vulnerable adults.</p> <p>Numeracy skills for preparation of financial statements, budgets and reports as required</p> <p>General IT competence, including word processing, databases and Excel</p> <p>Excellent presentation skills.</p> <p>Experience of report writing.</p> <p>Ability to work in multi-disciplinary settings and working in partnership with other professionals, agencies/organisations and a range of stakeholders</p> <p>The ability to understand relevant legislation relating to carers.</p> <p>The ability to build relationships with carers</p> <p>Very well organised, able to prioritise and plan own work; take responsibility in decision making, and work to meet deadlines.</p>	<p>The ability to build and maintain relationships with key stakeholders.</p> <p>Ability to create and deliver presentations to professionals.</p>	<b>A, I</b>
<b>Attitudes &amp; Values</b>	<p>A commitment to Gaddum values.</p> <p>A commitment to equality and diversity.</p> <p>A non-judgemental attitude.</p> <p>Flexible and positive work ethic.</p> <p>The post holder must display integrity, honesty, and good judgement.</p>	Knowledge of Gaddum and its services.	<b>A, I</b>
<b>Others</b>	<p>Ability to travel independently throughout Manchester.</p> <p>Flexible approach to working hours and ability to work.</p>	Use of own car.	<b>A, I</b>

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