**Job Description**

**Job Title: Welfare Advice and Support Worker**

**Hours: 35 hours per week**

**Responsible to: Welfare Rights Coordinator**

**Location: Rotherham or Leeds but required to travel throughout Yorkshire and Humberside**

**Main Purpose:**

The focus of the role is to provide advice and assistance with a range of welfare benefits to people with terminal and chronic asbestos related disease, their families and carers, whilst also ensuring a holistic approach to the client’s circumstances and ongoing support. This may include assistance with reconsiderations of decisions, and representation at Tribunal appeals, the provision of support and assistance for families at Coroner inquests, if required, and assistance with the delivery of support groups.

**Main Duties and Responsibilities:**

* Interview clients, either face to face, on the telephone or by home visits, providing advice and assistant on benefits, access to compensation and other areas of support.
* Effectively communicate with clients, in order to gather facts to advise them accordingly
* Carry out calculations to work out entitlement to particular benefits
* Explain the range of choices available to them and what they mean
* Consider options and identify the best possible course of action
* Carry out research where necessary to find out more in-depth information
* Provide practical help such as completing benefit applications, writing letters, making phone calls
* Signpost/refer clients to other services and sources of help where appropriate, for example to a health care worker or solicitor
* Assist with the delivery of support groups
* Represent the client where necessary - this may include at Tribunal and Coroner’s court.
* Be organised and able to prioritise and manage a caseload.
* Keep timely, accurate records of client cases
* Produce information for publications, leaflets and web pages
* Promote the services on offer and distribute publicity materials
* Liaise with the internal Welfare Rights Advisors, the Activity and Support Coordinator and external organisations
* Maintain confidential case records through use of a database.
* Undertake any other duties that are deemed appropriate to be commensurate with the needs and overall aims of the organisation.