RAISE

About the job

Established in 1999 Raise is an advice service that supports clients within their own home with welfare benefits, money advice and financial capability advice at a specialist level. This is an opportunity to be involved in the delivery of our advice services' to clients in the Liverpool City Region. In order to achieve this we need a highly motivated individual who is engaged in getting the basics for our clients and staff right. Experience in clerical tasks and working in an office environment is preferred. You will have excellent attention to detail, effective communication skills as well as competence in IT and Digital skills.

Job Description

Title:	Welfare Benefits Claims Worker
Reports to:	Raise Advice Team Leader
Salary:	£ 17,842*pro rata
Annual Leave:	20 days + bank holidays (pro-rata)
Pension:	Employer will match employee's pension contributions up to a maximum of 6%

KEY AREAS OF RESPONSIBILITY

Assist the Welfare Benefits team to deliver an efficient and individualised service to our clients and funders. To undertake a variety of noncomplex, general clerical and office support duties.

DUTIES AND RESPONSIBILITIES

- To effectively complete clients benefits forms (new and renewals) with clients by telephone (or face to face should home visits resume) using approved guidelines and descriptors and submit the form to relevant DWP department, with covering letter, in the allotted time scale
- To open, where necessary, a new case, scan the document(s), along with relevant forms of authority, on to the file. Issue confirmation letter to client.
- To complete the relevant benefit check (QBC) on each case
- To follow up with clients for decisions on their claim by letter, phone, text, email as appropriate.
- To Handle in-coming telephone calls; hand off calls where appropriate and record accurate and relevant client case notes.
- Follow up claims with the DWP and client through to decision.
- Maintain office systems and processes

General

- Develop and maintain effective admin systems and records relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Abide by the current GDPR regulations
- Identify own learning and development needs and take steps to address these.

- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
- To demonstrate a commitment to Equal Opportunities
- To demonstrate a commitment to the vision, mission and values of RAISE
- To undertake other duties consistent with the responsibilities of the post

To carry out the above duties in accordance with Raise's Equal Opportunities policies and values.

	Person Specification
Essential Criteria	
1	Awareness and or experience of the social security system and completing benefits forms.
2	A friendly manner with good written and verbal communications skills
3	Well organised with attention to detail and willing to work as part of a team
4	Understanding of providing administrative support to maintain office systems.
5	Ability to plan and organise own work to meet deadlines with a can-do approach to problem-solving in challenging situations.
6	Numerate and literate to the level required by the tasks
7	A general understanding of the welfare benefits available
8	Ability to use IT packages, including word processing / spreadsheet / database /excel packages and the ability to use email
9	A basic level of digital competence which includes: communicating and handling online information and content.

Competencies

Information gathering	Is accurate, pays attention to detail and ensures tasks are completed on time
Communication	Conveys accurate information effectively using the most appropriate methods to meet the needs of the audience and ensure mutual understanding.
Thoroughness	Is accurate, pays attention to detail and ensures tasks are completed on time
Initiative	Takes appropriate action before being asked and actively finds solutions to problems
Integrity	Shows support for organizational values, particularly demonstrating the highest levels of honesty and integrity
Meeting client needs	Anticipates, responds to and seeks to exceed the expectations of clients
Personal Organisation	Efficient use of time and works in a well structured way