

**An exciting opportunity has arisen for a Benefits Officer for Wincanton Cares  
Part time 6 hours per week (£27k pro rata) working from home**

The main role of the Benefits Officer will be to help residents across the BA9 Postcode area to claim a range of Government benefits and services with an emphasis on Attendance Allowance, Carers' Allowance, Blue Badge applications and charitable support.

The post holder will have a strong understanding of the benefits' system, in particular Attendance Allowance and Carers' Allowance.

The postholder will also be expected to be able to help residents access other sources of support including Blue Badge, winter fuel payments and local charities.

**Main Responsibilities**

- Work collaboratively to promote awareness of WINCANTON CARES Benefits service to prospective users
- Provide accurate information regarding welfare benefits
- Provide an advice service which is flexible to need, and which will likely include delivery via local hubs, home visits, email and telephone as well as face to face appointments.
- Provide assistance to complete applications for a range of benefits and support acting as the client's advocate
- Work in partnership with the WINCANTON CARES Project Officer, representatives of Citizens' Advice Bureau and other agencies
- Work autonomously with a minimum of supervision
- Handle correspondence, maintain records of meetings and design and implement office procedures
- Lead on associated Benefits-related publicity material, social media, reports for the Steering Group, Board of Trustees and other stakeholders.
- Manage any allocated budget alongside the Balsam Centre's Finance Officer
- Maintain clear IT systems including data bases.
- Report regularly to the WINCANTON CARES Steering Group, The Balsam Centre Board of Trustees and other interested parties
- Maintain confidentiality at all times unless it impacts negatively on the safeguarding of vulnerable adults.
- Respect difference, diversity and the lived experiences of service users and providers whilst promoting equity and inclusion.

- Ensure the welfare of vulnerable residents by following WINCANTON CARES' Safeguarding procedures, referring concerns, in the first instance, to the line manager or Safeguarding Lead.
- Comply with WINCANTON CARES' policies and procedures
- Undertake any other reasonable duties as identified by the line manager.

### **Desirable Qualifications and Experience**

- To empathise with, and understand the needs of, vulnerable people in the community and work in a person-centred way.
- Understanding of the personal and financial implications of rural isolation, age, illness, disability and end of life care.
- Effective communication and networking skills
- Ability to interpret the legislation in relation to benefits
- Good administrative, numeracy and literary skills
- Good IT skills and be administratively self-supporting
- Hold a clean, current Driving Licence
- To show a desire to make a difference in the local community.
- The ability to work both independently and as part of a team
- To think creatively, take the initiative and to be both forward thinking and act proactively
- To multi-task, prioritise and be adaptive
- To understand relationships and adapt to the differing needs of residents
- Exhibit outstanding interpersonal skills
- Take a positive approach to professional development by updating skills and knowledge to ensure quality service delivery
- To take part in regular, reflective supervision and appraisals to ensure both the delivery of a good quality service and personal and professional development.
- To attend any required training that will increase knowledge and proficiency in the specified area of work.
- To attend any meetings as deemed necessary by management.
- To work collaboratively and restoratively with colleagues, stakeholders, people who are supported.

### **Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.