**Welfare Benefits Advisor**

**Person Specification**

**Qualifications and Experience**

**Essential**

* Minimum of two years’ experience of providing Welfare Rights Advice
* Working in a community setting
* Managing an advice work caseload

**Desirable**

* Working in the voluntary sector/disability organisation
* Representing Clients at Tribunal
* Experience of presenting to groups of people

**Knowledge:**

Demonstrate knowledge and understanding of:

**Essential:**

* Disability issues and the Social Model of Disability
* Equal opportunities
* The benefits system including specialist disability benefits
* Services available to disabled people and their families
* Current legislation including the Equality Act, Welfare Reform Act 2012, Health & Social Care Act 2012 / Care Act 2014
* Major social policy trends in the area of disability

**Skills and Abilities:**

**Essential:**

* Problem solving
* Ability to communicate in writing/email, on the phone and face to face with a wide range of individuals and organisations
* Negotiation skills
* Able to work as part of a team
* Able to work independently
* Ability to use IT systems effectively
* Ability to provide information in a user friendly and empowering way
* Ability to travel to fulfil the requirements of the job