



JOB DESCRIPTION	
<b>Job Title</b>	Benefits Adviser
<b>Team</b>	Legal Advice Services (LAS)
<b>Reports to</b>	Head of Legal Advice Services
<b>Location</b>	This role will be home-based from anywhere in the UK [with the possibility of occasional London based meetings]
<b>About the organisation</b>	<p>Working Families' legal advice services (LAS) team works at the forefront of access to justice for parents and carers at work. Many of the parents and carers who call us need advice on both in-work and out-of-work benefits, a need which has been hugely exacerbated by the coronavirus pandemic.</p> <p>We run an award-winning free legal email and telephone helpline which advises parents and carers on their rights at work and also provides support via our comprehensive advice website pages. We advise on all aspects of employment law (specialising in parental rights and discrimination) as well as in-work benefits (Universal Credit, childcare, disability benefits). Currently, we work with many parents and carers who are facing reductions in work or job losses, so out-of-work benefits are also crucial to our clients.</p> <p>The legal advice team also assist the wider charity by helping the employer services team give employers the tools they need to support their employees while creating a flexible, high-performing workforce; and supporting policy team to advocate on behalf of the UK's 13 million working parents, influencing policy through campaigns informed by ground-breaking research.</p> <p>People needing to access the benefits system are often faced with an opaque system of benefits and choices and don't know or understand the different options available or what might be best for them and their families. We aim to help make things clearer for them and with your help we can do even more.</p>
<b>Terms and condition</b>	Salary: £28,000 pro rata Contract: permanent/part-time

	Hours: Flexible - 22.5 hours per week Annual Leave: 25 days pa + bank holidays – pro rata hours worked
<b>Application Deadline</b>	Please note: closing date is Monday 21 September 2020 at 9am. After shortlisting we will ask you to complete a task, prior to interview. Interviews will be held remotely on Wednesday 24 September and you will be informed as soon as possible after the closing date if you are successful.
<b>Start date</b>	Flexible start date from 1 October 2020

### Role Overview

A professional and enthusiastic adviser with at least 2 years' experience of specific benefits expertise and knowledge, so you must have a comprehensive up to date understanding of the benefits system across the jurisdictions of the UK, including Universal Credit, legacy benefits, and other financial help. You will also be expected to provide policy input, be a keen communicator and be able to increase our digital reach.

### Key Responsibilities

Provide tailored, coherent, accessible, and relevant advice and coaching to parents and carers on in and out of work benefits including disability benefits for adults and children and childcare support. Provide specific support to parents of disabled children.

Keep abreast of changes in welfare rights and benefits changes and identify policy and strategic issues for WF's research and campaigning,

Contribute ideas, assist with the development of the service, and represent WF at relevant stakeholder meetings.

Enrich WF's advice webpages and other relevant publications, ensure the benefits content remains relevant and up to date.

Develop and improve tools and processes for engaging LAS's service users (e.g. via regular newsletters, social media, other publications, and events).

Provide outreach and training for parents and partner organisations.

Assist with media requests, as necessary.

### Person Specification

#### Essential

#### 1. Advice

- Recent experience, of at least 2 years, advising on all in and out of work benefits (including tax credits, universal credit, and other financial help for low income households)  
Understanding of benefits available to families with disabled children
- Computer literate
- Knowledge of legislation, case law and guidance, and confidence in using textbooks and online sources to support practice

## **2. Policy and Communication**

- Ability to write clearly about complex issues in an accessible manner
- Ability to identify key points in queries from parents & carers & present options clearly
- Ability to respond to queries in an empathetic and professional manner
- Ability to set priorities and manage own workload
- Flexibility to adapt to working in a small team
- Ability to identify own training and development needs and commitment to keeping up to date with all relevant changes in benefits and employment rights

### Desirable

- Experience of providing telephone and email advice to members of the public
- Experience of advising on help with childcare costs
- Experience of providing training or second tier advice to advisers in welfare and benefits rights
- Experience of using case management database to record advice
- Ability to identify policy issues arising from advice work
- Experience of working with public bodies to shape policy and law
- Experience of planning and writing advice publications for members of the public
- Knowledge of disability equality issues
- Experience of providing better-off calculations for members of the public moving into employment, or experiencing other changes of circumstances such as reducing/increasing hours of work
- Ability to manage and enrich a network of parents (via Facebook and other social media).
- Experience of supporting parents & carers to negotiate and advocate for themselves
- Knowledge and experience of employment law advice
- Knowledge of the framework of help with childcare costs in the UK
- Knowledge of other support outside the benefits system for parents and carers of disabled people
- Experience of media interviews