

Hackney Community Law Centre

JOB DESCRIPTION

Job title: Welfare Benefits Caseworker

Reporting to: Manager

Salary: £32,000-36,000 (according to experience)

Contract: Permanent

Purpose of the Post:

The postholder will provide a high quality welfare benefits casework service to residents living in the London Borough of Hackney.

This post is suitable for graduates with a strong academic background who are seeking to develop a career in social welfare law.

Duties and responsibilities:

1. To provide specialist advice and casework to users of the Hackney Community Law Centre on all areas of welfare benefits including Universal Credit and any outreach sessions as required.
2. To provide a weekly advice line service and outreach sessions at partner agencies' premises as required.
3. To provide representation to clients at Benefit Appeal Tribunals and other relevant hearings, where appropriate.
4. To maintain an up to date knowledge of relevant changes in law and policy and undertake training as required.
5. To undertake non-complex casework on housing cases where Housing Benefit is a core issue.
6. To carry out regular file reviews and provide casework supervision and in turn, and participate in being supervised and appraised.
7. Ensure that all casework complies with the standards and policies of HCLC, Lexcel and the Legal Aid Agency and Hackney Council requirements.
8. To ensure casework complies with funder requirements.
9. To carry out regular file reviews and provide casework supervision and in turn, participate in being supervised and appraised.
10. To keep accurate case records and use the appropriate case management systems.

11. Liaise with other voluntary and statutory bodies as necessary to maximise the reach and effectiveness of the service.
12. To provide advice and assistance to staff across the range of welfare benefits issues.
13. To work as part of a team.
14. To participate in staff and team meetings and contribute to HCLC activities as appropriate.
15. To meet agreed targets, manage own workload and provide reports on work as required.
16. Work within the policies of the Centre.

Skills & Abilities	Qualification, knowledge & experience	Character and personal qualities
Ability to manage assigned tasks in an assertive, efficient and timely manner.	A high standard of academic achievement and preferably a 2:1 or better at degree level.	Team player with intellect to solve problems, use judgment, reasoning and respond to a challenge.
Adaptable and able to work in a busy environment, along with good I, strong written & verbal skills.	Works in an organised and methodical manner and has a positive attitude.	Ability to deal sensitively with clients and experts. Effective communicator
Works well under pressure	Must have proven experience of welfare benefits work in an advice agency within the last 12 months. Knowledge/experience of public law/judicial review is desirable	Enthusiasm for and commitment to the type of work we do.