

Constituency Caseworker

Welfare Rights Officer

Job Description

Role purpose: The post holder will provide welfare and general advice in order to help and support to constituents living in Edinburgh South West on a wide range of issues, particularly social security. Applicants should have experience of providing welfare advice to clients and have a general knowledge of Scottish Politics, and the difference between devolved and reserved matters.

Personal attributes: Applicants should have excellent interpersonal skills and the ability to adapt their style to suit their audience. The successful candidate will be enthusiastic, responsible and able to work under their own direction and as part of a small team.

Working pattern: Based at the constituency office 139 Dundee Street, Edinburgh. Hours of work: 5 days per week, 9am – 5pm with occasional weekend working on rotation. A flexible working pattern will be considered. Limited travel within Edinburgh, possible overnight travel to London on occasion.

Key responsibilities

- In conjunction with the senior case worker, manage and progress a portfolio of casework appropriately
- Respond to routine correspondence and enquiries from constituents
- Gather relevant information to resolve or progress cases
- Liaise with members of the public face-to-face and by telephone
- Liaise with Government agencies, the voluntary sector and others to resolve constituency matters
- Ensure all cases are logged; monitor progress and ensure all identified actions are taken
- Ensure records are kept and information managed confidentially and in line with the GDPR
- Attend face to face advice surgeries with the MP and meetings as appropriate
- Research local, regional or national issues to support Ms Cherry's work

Person Specification

The following criteria will be assessed by application, interview or in a test at interview.

Knowledge and experience	
Essential	Desirable
<ol style="list-style-type: none"> 1. Experience providing welfare and benefits advice 2. Knowledge of Scottish Politics, and devolved and reserved matters. 	<p>Experience of working with clients with mental health problems</p> <p>Knowledge of the UK benefits system and the Department for Work and Pensions</p>
Skills and organisation	
Essential	Desirable
<ol style="list-style-type: none"> 3. Ability to communicate effectively both orally and in writing, with colleagues, clients and external agencies 4. Ability to advocate for and represent clients' interests to third party organisations. 5. Ability to assess, monitor and manage own caseload 6. Ability to prioritise and work to short timescales 7. Effective use of IT, including Microsoft Office packages 	<ul style="list-style-type: none"> • Experience using case management or client relationship management packages
Personal Attributes	

Essential	Desirable
<p>8. Ability to work independently and as part of a small team</p> <p>9. A non-judgmental attitude towards clients of all backgrounds</p> <p>10. Be sympathetic to the social democratic aims of the Scottish National Party</p>	<ul style="list-style-type: none"> • A willingness to participate in opportunities for professional and personal development