



## **Candidate Information Booklet**

Welfare Support Officer  
(Two posts available: Enniskillen and Portadown)

Closing Date: 04 March 2022

# **VSS**

**Victims & Survivors Service**

## 1. Job Description

<b>Job Title:</b>	Welfare Support Officer
<b>Organisation:</b>	The Ely Centre
<b>Location:</b>	Western area: 52 Forthill Street, Enniskillen, BT74 6AJ <b>OR</b> Southern area: 2 Castle Street, Portadown, BT62 1BA
<b>Salary:</b>	<b>Band SO1 Pt 29</b> £27,275 (37.5 hrs.) plus pension
<b>Duration:</b>	until 31 <sup>st</sup> March 2023 (may be continued subject to funding)
<b>Reports to:</b>	<b>Welfare Manager</b>

### Background:

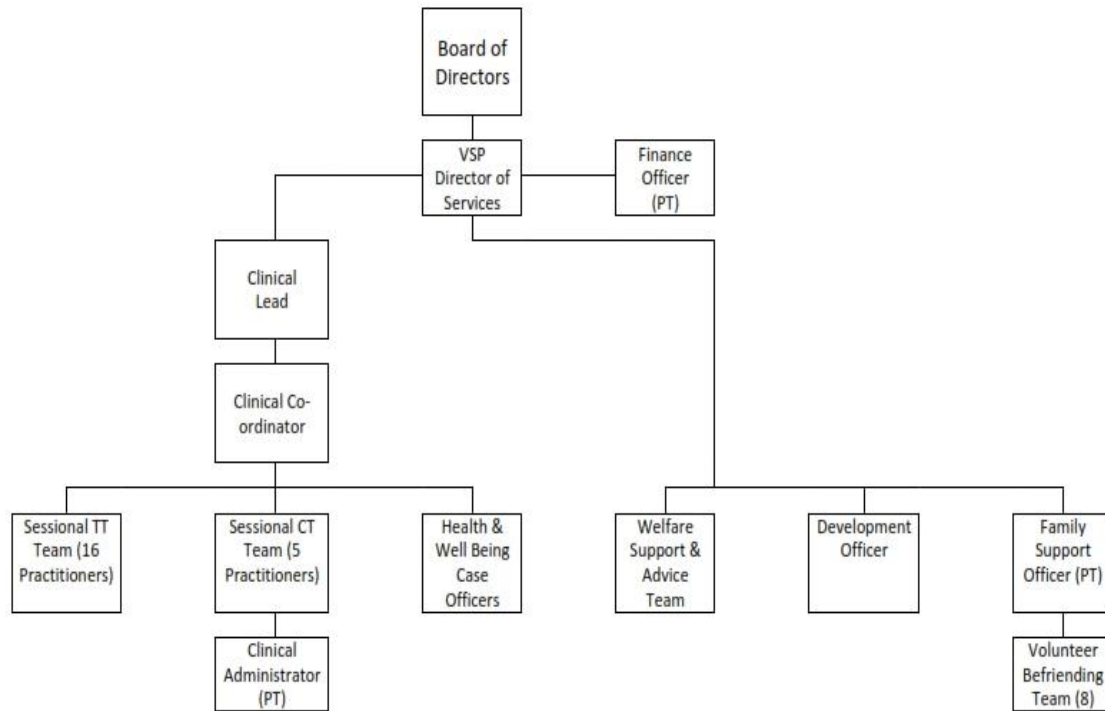
- To address welfare and benefits issues arisen as a result of injuries sustained as a result of the Troubles being impacted through welfare reform issues.
- To facilitate applications of victims and survivors to the Troubles Permanent Disablement Payment Scheme (TPDPS).
- To acknowledge and address the welfare needs of victims and survivors of the troubles and veterans of the security forces in the specified catchment area;
- To assist The Ely Centre and our project partners in providing opportunities for those who have suffered from, and continue to live with, the effects of the Troubles, by providing an outreach welfare support service for victims and survivors of the Troubles.
- To advance the education of the wider community in the catchment area and elsewhere on the economic and financial effects of the conflict and address issues associated the welfare reform bill.

### Purpose of the Role

- To increase the take up of welfare and other benefits amongst the membership of the Ely Centre and our partner organisations
- Promotion and implementation of established outputs of the welfare and advice project identified through project partners for victims and survivors and veterans of the security forces who have suffered as a result of the Troubles in Northern Ireland
- Regular service review and client monitoring and evaluation to ensure effective and efficient service uptake and delivery;
- Regular policy and procedures review to ensure best practice and compliance with service standards delivery practices;
- To provide information and advice on welfare benefits and unmet needs to the Ely Centre membership;
- To facilitate an in-house welfare clinic at our Enniskillen or Portadown Centre;
- To develop and deliver a series of outreach clinics to victims and survivors throughout the target area;
- Maintain an ongoing caseload associated with the position;
- Visit in appropriate cases the homes of persons seeking Welfare Rights Advice;

- Provide clients with Appeal Tribunal Representation where and when required;
- Mediate and negotiate with appropriate agencies in the preparation and presentation of appeals;
- Participate in training programmes for Welfare Rights (funding permitting);
- Provide regular reports on Client Financial Gains and Tribunal Representation for Board of Directors and funding authority;
- Promotion and expansion of service throughout the service area;
- Promote and develop partnership working to increase the service;
- Recording, collation and provision of statistical data and reports;
- Meet or exceed all Outcomes set for the project by due dates;
- Undertake any other reasonable duties as requested by Management;
- To provide information, guidance and support to families on a wide range of issues;
- To carryout regular analysis of needs and promote opportunities throughout the local community;
- To build appropriate relationships with relevant voluntary and statutory organisations;
- To ensure that the relevant Health and Safety procedures are implemented and monitored effectively;
- To comply with such Policies / Procedures, Guidelines and Codes of Practice as laid down by the Ely Centre and other public bodies;
- To undertake any other duties commensurate with the grade and as mutually agreed.

## 2. Organisational Structure



### **3. Responsibilities**

#### **Key Element: Personal Support and Interaction with families**

- To provide a first point of contact for victims and survivors seeking welfare advice and support
- To provide benefit tribunal representation; assistance and advocacy to members regarding welfare related strategies and services
- To provide information and advice on welfare benefits and unmet needs to members of the partner groups
- To direct and refer to external/ internal services dependent upon individual need;
- To interact with families and address all concerns and issues respectfully and appropriately.

#### **Key Element: Procurement and Delivery of Services**

- To procure and deliver services in line with policy and procedures;
- To arrange and deliver services in line with welfare work plan and specified targets;
- To enable fair and equitable participation of beneficiaries in suitable service activities;
- To delivery service schedule on time and to a suitable level of quality.

#### **Key Element: Management of Finances and Resources**

- Manage the day to day running of the welfare support project through the use of appropriate systems, processes, policies, procedures and practices to meet the needs of the Ely Centre and the partner groups
- Working with the staffing team of the Ely Centre and the Partner Groups to ensure the appropriate financial procedures, controls and structures are in place for the effective, efficient and economic management of public funding and monitor their outputs and outcomes;
- Ensure that good governance and effective controls are in place and maintain a strategy for the management of risk;
- To contribute to the planning, agreement and monitoring of financial targets.

#### **Key Element: Monitoring and Evaluation of Beneficiaries**

- To monitor beneficiary data including service uptake, outputs and outcomes, and beneficiary details including compliance with Victims and Survivors Order 2006;
- To implement monitoring and evaluation tools as required by the Victim and Survivor Service; and the Ely Centre
- To complete monitoring and evaluation documentation and returns in line with specified requirements.

#### **Key Element: Organisational Development**

- To engage in processes and activities to further the stated objectives of the organisation;

- To build relationships with statutory agencies, funding bodies and other service providers to develop networking and developmental opportunities;
- To construct and implement programmes and opportunities to advance the financial and resource capacity of the organisation.

## 4. Role Competencies

Welfare Rights Officer	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	<p>WRAP Qualification and / or A minimum of 1 years' experience giving Social Security Benefits advice</p> <p>Experience of providing Benefit Tribunal Representation.</p> <p>Awareness and understanding of how rights and advice issues impact victims and survivors and veterans of the Security Forces.</p> <p>Experience of computer programmes e.g. Word and Excel</p> <p>Experience of partnership working.</p>	<p>Welfare Rights Advisor Training (Law Centre Levels 2 &amp; 3 or equivalent).</p> <p>Tribunal Representation Course (Law Centre Level 4 or equivalent)</p> <p>Experience of preparing reports and development proposals.</p> <p>Experience in providing ROI Social Welfare Benefits ( Training will be made available funding permitting)</p>
<b>KNOWLEDGE</b>	<p>An excellent working knowledge of Welfare Benefits, advice and income maximisation calculations.</p> <p>The ability to interpret and explain clearly social security legislation.</p>	<p>Awareness of the social needs of the local community.</p> <p>Awareness of services provided by the UK &amp; ROI Military/ Police voluntary sector.</p> <p>Understanding of the value of Social policy work</p>
<b>SKILLS AND ATTRIBUTES</b>	<p>Strong verbal communication skills.</p> <p>Effective negotiating skills</p> <p>The ability to communicate clearly and effectively in writing.</p> <p>Ability to prepare high quality reviews and reports.</p> <p>To be well organised, able to manage a wide and varied caseload.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Understanding of the needs of vulnerable groups</p> <p>Ability to work with partners and develop the service by opening new Outreach locations.</p>	<p>Ability to write and deliver presentations to the Directors/ funders/ outside groups.</p>
<b>VALUES AND ATTITUDES</b>	<p>An understanding and commitment to the aims, principles and policies of the Ely Centre and have a Commitment to quality Customer Care and to be impartial and non judgemental to all clients.</p> <p>Willingness to work as part of a team.</p> <p>Ability to monitor and maintain</p>	<p>Proven ability to work within a Charitable organisation.</p>

	own standards.	
<b>OTHER</b>	A willingness to work outside of standard office hours to meet service needs. Full Clean Driving Licence and access to a Vehicle.	

**Person Specification - Behavioural Competencies:**

- Interaction with beneficiaries, external agencies and the public.

Developing, maintaining and enhancing effective working relationships with a wide range of external contacts which will include members of the public, the statutory and voluntary/community sector, colleagues and other appropriate stakeholders. The post holder must possess excellent people management, influencing and negotiation skills.

- Planning and Organising

The planning and organising of work to ensure the most effective use of available time and resources. Obtaining and organising information and resources to support work activities in line with policies and procedures. Working to tight deadlines and have the ability to work under pressure. Attention to detail and accuracy with figures are essential.

- Information and Communication

Communicate effectively both orally and in writing. Has the ability to receive, process and gather relevant information and to communicate information and advice in a manner that is understood, is timely and is tailored to the needs of the recipient. The post-holder requires strong IT skills and competence in the use of all aspects of Microsoft Office.

**5. Application Process**

Following deadline for receipt of applications the selection process will continue as follows:



**STEP 1 - Application Sift**



**STEP 2 - Competency  
Based Interview**



**STEP 3 - Pre-Employment  
Vetting**



**STEP 4 - Successful  
Candidate(s) Offered  
Post**

## **6. Guidance for Making Your Application**

Application should consist of a completed application form together with a CV and the completed monitoring form.

### **Application Submission**

Completed applications can be submitted by: 1pm on 04 March 2022

- Posted or hand delivered to 52 Forthill Street, Enniskillen, BT74 6AJ
- Or emailed to [info@elycentre.co.uk](mailto:info@elycentre.co.uk)

We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.

Applicants using Royal Mail should note that 1<sup>st</sup> class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to meet the required deadline.

Should you have any queries please contact [info@elycentre.co.uk](mailto:info@elycentre.co.uk)

### **Interview Guidance for Applicants**

Final dates for interview have not been scheduled but will take place during

At the interview, the selection panel will assess candidates against the behavioural competences, qualifications and experience for the post.

### **Further Appointments from this Application**

Where a further position in the Organisation is identified which is considered broadly similar to that outlined in this candidate information booklet, consideration will be given to filling the position from this competition. The reserve list resulting from this competition will be valid for a period of up to one year.

### **Disability Requirements**

If reasonable adjustments are required by candidates on account of disability the organisation will make every effort reasonable to accommodate such.

### **Vetting Procedures**

For vetting procedures candidates will be required to produce the following for interview:

Driving License;

**OR**

Passport;

**OR**

Document verifying your permanent National Insurance number (e.g.P45, P60 or National Insurance card); **AND**

Birth certificate which includes the names of your parents (long version);

**PLUS**

Specimen signature;

Proof of qualifications (original certificates);

2 satisfactory references (References will not be sought until after the final stage of the assessment process);