



Benefits Service Advisor

Summary:	Responsible for delivery of information, advice and guidance on Carers Allowance, Disability Living Allowance (DLA) and Personal Independence Payment (PIP) to parent-carers of children and young people with special educational needs and disabilities (SEND) in West Sussex
Responsible to:	Director and Operations Director
Salary:	£27,000 PA FTE (actual salary up to £16,200 pa)
Working Hours:	17.5 to 21 hours per week
Contract:	18 months (extension subject to funding)
Location:	Home based (with occasional travel for events/meetings in West Sussex)
Other benefits:	Flexible working; 6.6 weeks holiday; pension scheme; travel expenses

Job Description & Person Specification

Key Tasks & Responsibilities

1. Provide 1-2-1 advice and guidance to parent-carers making applications for Carers Allowance, DLA and PIP
2. Provide whole process support to vulnerable families making claims for Carers Allowance, DLA and PIP
3. Advising and supporting parent-carers in preparing for appeals and tribunals
4. Provide face to face advice to parent-carers at a monthly Benefits Advice Roadshow
5. Work with the Benefits Support Worker on reviewing claim checks
6. Work with the team on the research, writing and editing of a new Benefits Toolkit
7. Work with team in editing and updating other resources including our parent-carer guide, Making Sense of It All
8. Carry out regular monitoring and evaluation and provide written progress reports on service delivery for the Director, Trustees and Funders
9. Represent the project and Reaching Families at relevant external meetings with other local providers
10. Assist the Director in making funding applications to ensure the ongoing sustainability and development of the service
11. To carry out other occasional duties commensurate with the role

Person Specification

Knowledge

- Understanding of challenges facing parents and carers of children with SEND (essential)
- In-depth knowledge of Carers Allowance, Disability Living Allowance (DLA) and Personal Independence Payment (PIP) (essential)
- Working knowledge of Universal Credit and other disability benefits (desirable)

Skills & Attributes

- Passionate about improving the life chances of children with SEND and their parents/carers, and families (essential)
- A highly motivated self-starter with a flexible approach to working life (essential)
- A creative and strategic thinker (essential)
- Committed to professional and personal development and lifelong learning (essential)
- Ability to work independently and manage a diverse and demanding workload (essential)
- Comfortable working with people from a diverse range of backgrounds (essential)
- Excellent inter-personal and communication skills (essential)
- Excellent writing and editing skills (essential)

Experience

- Proven experience of providing welfare and benefits advice preferably gained with either children or adults with disabilities (essential)
- Experience of advocacy (desirable)
- Experience of project management (desirable)
- Experience of training delivery/presentations (desirable)
- Experience of using Charitylog or other CRM databases (essential)
- Experience of using MS Office including SharePoint (essential)
- Experience of using Zoom/MS Teams (desirable)
- Experience of working in the voluntary and community sector (desirable)
- Experience of working with an outcomes based framework of evaluation (desirable)

Education & Training

- A good all-round education including GCSE's (or equivalent) or NVQ level 2 (essential)
- Accredited qualifications in information and advice giving (desirable)
- Training on SEND (desirable)
- Any other training relevant to the role (desirable)

Other

- Enhanced DBS check and Safeguarding training (to be completed for successful applicant)
- Have the right to work in the UK

Dove Lodge, 49 Beach Road, Littlehampton BN17 5JG

www.reachingfamilies.org.uk

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