



Person Specification WINCANTON CARES – Benefits Officer

Essential Experience, Skills & Abilities

1. Demonstrate a strong understanding of the benefits' system; in particular Attendance Allowance and Carers' Allowance.	
2. Demonstrate an ability to help residents access other sources of support including Pension Credits, Blue Badge, winter fuel payments and local charities.	
3. Demonstrate an understanding of the personal and financial implications of rural isolation, age, illness, disability and end of life care.	
4. Able to work collaboratively to promote awareness of WINCANTON CARES Benefits service to prospective users.	
5. Able to provide accurate information regarding welfare benefits and interpret legislation.	
6. Willing to provide an advice service which is flexible to need and which will likely include delivery via local hubs,. home visits, email and telephone as well as face-to- face appointments.	
7. Able to provide assistance to complete applications for a range of benefits and support working with empathy, acting as the client's advocate and demonstrating outstanding inter-personal skills.	
8. Able to work in partnership with the WINCANTON CARES Project Officer, representatives of Citizens' Advice Bureau and other agencies demonstrating effective networking skills.	
9. Demonstrate an ability to work autonomously with a minimum of supervision as well as be an effective team member	
10. Able to handle referrals, maintain records of meetings and impact data. Implement clear office procedures including clear IT systems and be administratively self-supporting.	

11. Demonstrate effective written communication skills so as to be able to lead on associated Benefits-related publicity material, social media, reports for the Steering Group, Board of Trustees and other stakeholders.	
12. Able to manage any allocated budget alongside the WINCANTON CARES' Finance Officer.	
13. Able to ensure the welfare of vulnerable residents by following WINCANTON CARES' Safeguarding procedures; referring concerns, in the first instance, to the line manager or safeguarding Lead.	
14. Able to maintain confidentiality at all times unless it impacts negatively on the safeguarding of vulnerable adults.	
15. Willingness to respect difference, diversity and the lived experiences of service users and providers whilst promoting equity and inclusion.	
16. Take a positive approach to professional development by updating skills and knowledge to ensure quality service delivery, to take part in regular, reflective supervision and appraisals and attend relevant meetings including the Steering Group.	
17. Able to comply with WINCANTON CARES' policies and procedures.	
18. Willingness to undertake any other reasonable duties as identified by the line manager.	
19. Hold a clean, current Driving Licence.	