



Talking sense about autism.

40 Caversham Road, Reading, Berks, RG1 7EB

Job Description

Job Title:	Benefits Service Caseworker
Reporting to:	Benefits Manager
Projects:	SPACE project, Benefits Advice; New Directions
Salary:	£11.54 per hour, 18 hours per week contract, to be worked across 3 days, fixed term until 31 March 2020, with an expected extension subject to funding. Mileage paid at 45p per mile
Location:	Office-based

This job is suitable for volunteers who have worked in this area and wish to move into paid employment. Attendance at Citizens Advice training courses for advisers will be paid for if a suitable candidate does not already have these qualifications.

Main Purposes of Job

As part of Autism Berkshire's team, you will work with autistic individuals and their families to ensure they have the best possible opportunities in life by supporting them to access benefits. You will be working alongside the Benefits Manager to deliver 1:1 advice and benefits workshops, and support with associated administration and scheduling of 1:1 consultations, benefits advice workshops, benefits assessments and appeals.

Main duties and responsibilities

You will be expected to:

1. Deliver 1:1 advice to autistic individuals, their families and carers.
2. Deliver benefits advice workshops alongside the Benefits Manager.
3. Cover the Benefits phone line from 10am to 4pm when available, providing parents and carers, and autistic adults with information and support regarding benefits.
4. Assist the Benefits Manager with appeals and benefits assessments.
5. Work closely with the Benefits Manager, the Administrator and other team members to maintain effective communication and information sharing within the team regarding the benefits service.
6. Contribute to maintaining and developing a quality service.
7. Keep accurate and up-to-date records of the work of the benefits service. This will include uploading and updating records on the required systems and databases, and reporting on all aspects of your work as required in accordance with Autism Berkshire's policies and procedures.

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8. Assist the Project Executive with reporting to funders of the benefits service, and work with the Communications and Fundraising Officer to ensure effective communication with the charity's service users and assist with information required for funding applications.
9. Adhere to agreed information-sharing and confidentiality protocols in order to comply with the Data Protection Act (DPA 2018) and GDPR.
10. Participate in regular reviews of work, other evaluations, KPIs and record case studies to ensure the service is of high quality.
11. Contribute to team meetings and actively take part in six-weekly supervision, using the time to discuss case issues and your practice. This time will also be used to identify your training needs and development.
12. Have the ability to manage your own administration with some support and be competent in basic computer skills.
13. Have an awareness and understanding of all Autism Berkshire policies and procedures.
14. You may be expected to work at evenings and weekends on occasions, and carry out other duties as required by the Benefits Manager and the CEO.

Training and Development

You will participate in relevant training and development required by Autism Berkshire to effectively carry out your role and responsibilities. This will include Autism Berkshire's procedure for promoting and safeguarding the welfare of children and vulnerable adults and Prevent requirements, as set out in the policies and procedures.

Equal Opportunities and Diversity

You will comply with Autism Berkshire's Diversity and Equal Opportunities Policy in every aspect of your work and positively promote the principles of these policies among colleagues, service users and other member of the community.

Health and Safety and Data Protection

You will adhere to all Autism Berkshire policies in relation to health and safety and ensure all necessary training needs are met, to assist with the provisions and risk assessments within the work place environment. You will ensure that you comply with all aspects of the Data Protection Act and comply with Autism Berkshire's policy.

Safeguarding

Autism Berkshire is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service (DBS) checks along with other relevant employment checks.

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Person Specification

Criteria	Essential	Desirable
1. Skills/abilities	<p>Good timekeeper and good organisational skills</p> <p>Self-starter, able to use initiative and to problem-solve</p> <p>Effective communicator</p> <p>Able to work effectively with a wide range of people</p> <p>Able to travel independently across Berkshire</p>	
2. Knowledge	<p>A good knowledge of the welfare and benefits system – especially Personal Independence Payment, Disabled Living Allowance, Employment Support Allowance, Universal Credit and Carer’s Allowance benefits.</p> <p>Knowledge of Autism</p> <p>Good command of Microsoft Office including email, Word, PowerPoint, Excel</p> <p>Knowledge of Safeguarding</p>	Detailed knowledge about Personal Independence Payment, Disabled Living Allowance, Employment Support Allowance, Universal Credit and Carer’s Allowance benefits.
3. Experience	Experience of working with data	Charity/voluntary sector working
4. General	<p>Able to work Mondays or Fridays as part of the three working days per week.</p> <p>Able to work from 9.30am to 4.30pm on working days.</p>	
5. Qualification		Citizens Advice Bureau Adviser training for Personal Independence Payment, Disabled Living Allowance, Universal Credit and Carer’s Allowance courses

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