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| **Welfare & Benefits Advisor – Warrington** |

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| * **£25,000 per annum - £30,000 per annum + Excellent Benefits Package**
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| We are currently looking to recruit a Welfare and Benefits Advisor to join our team in providing advice and guidance to customers on areas such as benefits, debt management, housing and general welfare.People Asset Management provides Occupational Health and Wellbeing services to a variety of customers throughout the UK including public and private sector organisations.  We provide a wide range of services including Case Management, Health Surveillance, Counselling including EAP Services and Physiotherapy.    The post holder will be responsible for:* Working as part of a team to ensure smooth delivery of the service and excellent client

care* Continuing to develop knowledge in relation to advice that is being provided in the area of Welfare and Benefits including debt management, benefits eligibility, housing and general welfare.
* Advising and supporting clients by telephone who are experiencing financial or welfare issues
* Completing the debt advice process with clients by providing advice on a range of debt solutions and strategies and where appropriate provide help and support to enable the client to implement suitable strategies and debt solutions
* Providing advice on welfare benefit matters where appropriate including benefit checks, sanctions, applications, mandatory reconsiderations and appeals
* Identifying accompanying issues which may be relevant to the client’s situation. In particular related to the client’s mental health but also other relevant factors e.g. housing, physical health or disability, carers, family matters. Provide advice and support on these matters within remit and identify suitable referrals within the organisation for additional support to the client
* Using effective and appropriate agreed referral and signposting mechanisms.
* Ensuring all records are kept up to date, accessible to other staff within the team
* Where appropriate make referrals to other areas within the business who can provide more specialist assistance
* Researching information and details relating to Welfare and Benefits to create literature that can be provided to clients and can be updated via the internet so that electronic advice is also available.
* Deliver the advice against agreed output, outcome and satisfaction targets
* Comply with all legal and regulatory requirements
* Follow agreed policies & procedures for responding

The successful candidate will meet the following requirements:* have ideally worked in a similar role providing advice and guidance for either an EAP service or charitable organisation or CAB
* Ideally hold a relevant Advice & Guidance Qualification for Welfare and Benefits and a counselling qualification, but this is not essential
* Previous experience of providing legal advice would be advantageous but is not essential
* Be a proactive individual that is committed to supporting clients with the issues they are facing
* Have an enthusiasm for researching and creating literature to provide Welfare and Benefits support to colleagues
* Effective communication skills both verbal and written
* Proven experience working to tight timescales
* Strong organisational Skills
* Good attention to detail
* IT Literate

The Company fully believes in supporting its staff members, and has supported a number of employees through further development courses. PAM also offers an excellent benefits package including: * Pension Scheme
* Health Cash Plan
* Life Assurance Scheme
* 33 Days Holiday

If you feel this role would be suitable for you, apply now! |
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