



Role Profile

Welfare Support Assistant

Reference No.	A5014		
Service	Education		
Job Family	Education Specialist Support	Grade:	FC 6

Purpose

To promote an integrated response to addressing issues presented by clients accessing Welfare Reform support services.

Welfare support services have been set up to respond to the impact of welfare reform and cost of living crisis. A key priority is to provide information, advice and advocacy for people to maximise their income.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing information, advice and support to those referred by schools, Social Work and Family Support Services in various settings including schools and home visits.	Educated to SCQF level 5, which includes National 5 or SVQ level 2 or Standard Grades at Credit level or equivalent or National Certificate in Advice and Guidance, Customer Care, Administration, or equivalent area. Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent or HNC in Customer Care, Administration, equivalent area	✓	✓
Ensuring referrals are made to agencies and services who can give additional support to those coping with multiple and complex issues	Understanding of poverty and knowledge of benefits and support services.	✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
through the Fife Online Referral & Tracking (FORT) system and other routes as appropriate Updating case files on FORT and keeping clear and accurate records.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting clients with benefit checks, benefit applications and budgeting support. Record any client financial gain from these applications.	Communication skills – both in writing and verbally	✓	
Providing benefits rights advice and support to clients in completing welfare benefit claims. Knowledge of benefits available and eligibility criteria	Interview and diagnostic skills IT skills and the ability to use various computer programmes and the internet in order to support clients fulfil their DWP digital obligations	✓	
	A willingness to keep up-to-date with relevant legislation and policy developments	✓	
	A need for self motivation and a flexible and positive approach to work	✓	
Home visits with vulnerable clients as needed. Visiting schools, Fife wide for presentations and welfare drop in sessions	Ability to travel throughout Fife Full driving licence	✓ ✓	

Role Profile

Liaising with a wide range of external agencies who are working to deliver welfare support services	Experience of working in a customer service environment providing information and advice to the public	✓	
Attending Anti-Poverty meetings throughout Fife.	Knowledge and awareness of welfare reform	✓	
Working collaboratively with other agencies to identify and action gaps in local areas.	Experience of developing effective working relationships with a number of different agencies	✓	
Working closely with schools to ensure appropriate referrals. You will manage your own workload and diary and prioritise this accordingly.	Ability to work on own initiative but also as part of a team. Time management skills and an ability to meet deadlines including prioritising own workload	✓ ✓	

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.