



# Role Profile

<b>Welfare Support Assistant</b>			
Reference No.	A4502	Type	Individual
Service	Communities and Neighbourhoods		
Job Family	Para professional 4	Grade	FC6

<b>Purpose</b>
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. A key priority is to provide information, advice and advocacy for people to progress into work.
The staff will work in a collaborative way with the volunteer development initiative.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Providing information, advice and support to those accessing support services in the welfare support hubs, community job clubs and outreach delivery points	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		✓
Referring clients appropriately to a range of partner agencies through the Fife Online Referral & Tracking (FORT) system	Understanding of poverty and exclusion issues and barriers to the labour market	✓	

E = Essential Criteria    D = Desirable Criteria

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Ensuring referrals are made to agencies and services who can give additional support to those coping with multiple and complex issues			
Assisting clients in accessing on-line job-search and other learning and employability resources	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	✓  ✓	
Supporting those making online job applications to ensure claimants have the necessary skills needed to complete these to a high standard	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	✓  ✓	
Liaising with designated staff in host outreach venues to develop welfare support services effectively in response to local need	Ability to travel throughout Fife	✓	
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	✓	
Contributing to ensuring that welfare support hubs are user friendly and welcoming	Ability to work under pressure  Administrative skills		✓  ✓
Contributing to appropriate CLD meetings as directed by line manager	Knowledge and awareness of welfare reform  Experience of developing effective working relationships with a number of different agencies		✓  ✓
Setting up and removing lap-tops and other resources in host venues as required	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	✓  ✓	

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Compiling, inputting and maintaining client monitoring management information system	Experience of data input and extraction	✓	
Performing other duties in addition to those outlined above. These may vary from time to time without changing the general character of the duties or level of responsibility	Knowledge of Electronic Case Management systems	✓	
Instructing members of a team in their day to day tasks	Demonstrate a willingness to undertake training in order to remain up to date with welfare reform developments		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>Before confirming appointment:</b> 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.