

## SGILIAU WELFARE BENEFITS ADVISOR

TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



**TGP Cymru Department:** Advocacy Services

**Responsible to:** Sgiliau Service Manager

**Location:** Newport

**Purpose of role:**

To provide Welfare Benefits Advice for young people aged 16-25 accessing the Sgiliau project which will provide skills building and work experience within a charity, craft and upcycling shop. This will include practical and motivational support to ensure young people complete their placement successfully.

**Accountabilities / Responsibilities:**

- Accept referrals in line with agreed criteria, and explain to young people how the service could support them
- Prepare / Encourage / Support / Enable young people to engage and achieve their desired outcomes
- Ensure young people receive the correct and appropriate benefits they are entitled to and are reviewed as necessary to maximise entitlement.
- Assist the Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users
- Develop elements of the Service's work as directed by the Manager
- Comply with the TGP Cymru's policies and procedures to include finance, reporting, data management and safeguarding
- Promote equal opportunities and anti-discriminatory practice through the work undertaken within post
- Network appropriately with colleagues and the community, including developing awareness of TGP Cymru's services amongst relevant professionals.

Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

**Performance Indicators**

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.

<ul style="list-style-type: none"> <li>• Achievement of service and individual objectives and targets.</li> </ul>
<p><b>Additional responsibility:</b> None</p>
<p><b>Line management responsibility (as of 31/10/21):</b> 0</p>
<p><b>Budget management responsibility (as of 31/10/21):</b> £0</p>
<p><b>Grade:</b> MS6</p>
<p><b>Working conditions:</b> 18.5 hours per week with a flexible approach to the working week that will involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training.</p> <p>Travel to various locations across Wales and the UK is also required.</p>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A professional qualification in Welfare Benefits advice (desirable).</li> </ul>
<p><b>Skills and abilities / competencies</b></p> <p>The post holder will be able to:</p> <ul style="list-style-type: none"> <li>• produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes</li> <li>• work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>• plan and organise work and manage time effectively</li> <li>• communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.</li> <li>• be open to new approaches and ideas, respond positively to change and adapt quickly to new situations</li> <li>• seek opportunities for continuous learning and professional growth.</li> </ul>
<p><b>Knowledge / Experience</b></p> <p>The postholder will be able to demonstrate a sound understanding and record of achievement in the following:</p> <ul style="list-style-type: none"> <li>• Work with young people aged 16-25 in complex situations using a strengths-based approach</li> <li>• Work within welfare rights</li> </ul>

- Work within the education / employment sector
- Multi-agency working
- Safeguarding.

**Other**

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable).