

Welfare Officer

**Salary: £18,900 per annum part time (7hrs/day, 3.5 days/week)
(£27,000 FTE)**

Background to the Post

We are looking for someone who can join us to help those in need to get the services they need and are entitled to. The role is a mix of engagement work with difficult-to-engage older people, and welfare support work with those people. *The role is not about giving advice or providing welfare services.* It is primarily about actively-managing referrals to other services (debt, legal, housing matters, and specialist medical and/or psychological services). We already have an Engagement Officer, who is primarily responsible for engaging people in *Claremont's own services* (our classes, activities, and psychotherapy services).

The role, which reports to our Deputy CEO, needs someone who can run with these kinds of responsibilities independently, and who has confidence, humour, self-awareness, emotional resilience, assertiveness, creativity, and a high degree of relationship-building skills. The role also calls for competence in the use of information technology, including Microsoft Office. The rewards of the work are great and include profoundly fulfilling client relationships.

We are a small but rapidly growing charity providing a wide range of high quality participatory activities aimed at helping people to flourish and shine. We work mostly with older people and specialise in creativity and self-development.

Our centre, Claremont, which is in the heart of Angel, Islington, has over 450 visits a week. There are over 36 regular activities and a host of one-off events and special projects. We have a very special way of working at Claremont, a way which is deeply appreciated by our members, and finding the right person for this job will be important.

This is a lovely job within a friendly team and culture. We offer opportunities for training and development and also to be involved in the wider work of the centre. Most team members stay with us for many years, which hopefully says something positive about us. This 3.5 day a week role might suit you if you are looking to support your other interests elsewhere (arts practise, studying, family, etc).

Claremont won the national Royal Society for Public Health's Arts in Health Award, 2014 and was a key partner in the 2018 award.

JOB DESCRIPTION

Welfare Officer

Salary: £18,900 per annum part time (7hrs/day, 3.5 days/week)
(£27,000 FTE)

Reason for recruitment: Claremont wants more engaged welfare support for isolated and/or depressed older people at its centre in London, and a socially engaged arts and wellbeing programme.

Required by: ASAP

Reporting to: Deputy CEO

Shared Line Management of: Volunteers/Interns

Overview:

This role is a mix of engagement work with difficult-to-engage older people, and welfare support work with those people. Responsibilities range from helping to make sure members engage with us, that members with higher needs are supported, both directly through our services (a spectrum of services from psychological support to special interest and social activities) and indirectly through actively-managed referrals to other services (ranging from debt, legal, and housing matters, to specialist medical and/or psychological services). The role is not a welfare advisor role – it is to help people access expert advisors in partner organisations.

The role, which reports to our Deputy CEO, needs someone who can run with these kinds of responsibilities independently, and who has confidence, humour, self-awareness, emotional resilience, assertiveness, creativity, and a high degree of relationship-building skills. The rewards are great and include profoundly fulfilling client relationships.

Key relationships:

- Deputy CEO
- Engagement Officer
- Centre and Digital Operations Officer
- Volunteers/Interns
- Programme Manager

Aims of the post:

The post is designed to focus on developing genuine relationships with disadvantaged older people coming to the centre; those who might find it difficult to engage with services and the wider community.

To provide welfare support to these people and to help them engage with third party services where needed.

To report to, and respond to, supervision by Deputy CEO.

Main duties and responsibilities include:

Welfare Engagement:

To develop effective and genuine relationships with those visiting Claremont and to check in with them regularly to see how they are and to address welfare needs which arise for these people.

- Keeping in contact with members who need encouragement or extra support to engage with Claremont and other, external, services.
- Being a friendly front-of-house face of Claremont; being visible, present, and positive
- Assessing members, especially new and prospective members, on welfare support issues, including benefits, housing, home care, and financial.

- Actively managing contact between members in possible need of external welfare services and those services, including in some cases, accompanying people to those services.
- Noticing changes in members and raising these with the staff team where appropriate
- Assisting the wider team in helping at parties and other social events
- Establishing, maintaining and deepening excellent relationships with third party welfare support providers, including local councils (housing, social services), Citizens Advice Bureaux, Law Centres, NHS specialist commissioned services (falls prevention, post-stroke services, etc).

Operational Management:

To work cooperatively and in parallel with the rest of the Front of House team.

There are a range of responsibilities shared amongst the team. These include:

- Help with intern/volunteer induction and management
- Assisting in the smooth running of Claremont's daily activities - making sure that public areas are clean and tidy; health and safety is adhered to, etc.

Hours required/budgeted:

- Part time, 24.5 hours per week (days to be agreed **but must include Fridays**)
- Flexible hours between 9 a.m. to 5 p.m., to be agreed.
- Holiday and other benefits as per employee handbook.

This job description is neither prescriptive nor totally inclusive of all the possible tasks or roles that are or may be expected of the post holder. The post holder may be from time to time called upon to undertake other tasks not explicitly stated here but which are consistent with the nature of the post and of Claremont's work.

PERSON SPECIFICATION

Welfare Officer

Criteria	Essential	Desirable
Key Education and Training Requirements <ul style="list-style-type: none"> • Undergraduate degree (minimum) • GCSE's and/or NVQ's • Current first aid certificate (we can train you) 	Yes Yes	Yes
Experience <ul style="list-style-type: none"> • Experience of working in an office • Front of house/customer-facing experience • Competent with MS Office apps • Working with older people • Experience in managing welfare matters for clients 	Yes Yes Yes	Yes Yes
People Skills <ul style="list-style-type: none"> • Must be well grounded in front of house/customer service excellence and be prepared to go the extra mile • Good communication and relationship skills • Relationship-centred approach to staff and clients • "Continuous improvement" approach to own professional and personal development 	Yes Yes Yes Yes	
Personal Characteristics <ul style="list-style-type: none"> • Friendly, positive, confident, assertive, and outgoing • Self-aware and emotionally resilient • Creative • High degree of relationship-building skills • Committed to equal opportunities • Numerate • Well organised • Reliable and honest 	Yes Yes Yes Yes Yes Yes Yes Yes	
Other <ul style="list-style-type: none"> • Up-to-date Police Check certificate (we can run this check for you) • Prepared to be flexible in hours of work from time to time 	Yes	Yes