

Job Title:	Income Support Worker / Social Work Assistant		
Department:	Health and Social Services	Section:	Social Services
Reports to:	Head of Social Services		
Grade:	Falkland Islands Government Grade – E1/F	Job Code:	203SWO
Overall Purpose of the Role			
<p>Reporting to the Social Services Team Manager, the Income Support Worker is an integral member of the Social Services team. The primary role of the Income Support Worker will be to effectively administer and deliver social benefits for two Programmes: Income Support and the Attendance Allowance. Additionally, there will be Social Worker Assistant duties to support the delivery to adults children and their families.</p> <p>Income Support is a means tested social benefit that includes Income Support, Rent & Service Charge Rebates, Winter Fuel Allowance and Working & Childcare Credit). The Attendance Allowance is a non-means tested benefit that is payable to people who experience ill health/disability and need extra assistance with activities of daily living.</p> <p>This post holder will work independently and provide supportive services to applicants and recipients who are eligible for these benefits. Supporting recipients towards self-reliance will be vital and may require signposting or making referrals to other community services and supports.</p> <p>The Social Work assistant role is very varied, supporting social workers in all aspects of their role. Social Work Assistants are typically responsible for assisting with administrative tasks and direct support to clients.</p>			
Key Role Activities			
<p>Operational Duties</p> <ul style="list-style-type: none"> Managing the Income Support Programme and the Attendance Allowance Benefit. This will include but is not restricted to: Assess applicants' financial situation in order to make a determination in respect of their eligibility to entitlements. Conducts initial assessments and evaluates ongoing reviews as to an applicant's eligibility for continued support under the Income Support Programme and Attendance Allowance, in accordance with Departmental policies. Make determinations regarding edibility and payment of Income Support/Attendance Allowance and make recommendations for discretionary payments where relevant. Coordinates consultations with appropriate medical professionals regarding the initial and ongoing eligibility for the Attendance Allowance Benefit. Provides advice, support and guidance to applicants in both programmes and makes referrals as needed to support the applicant. Promote safeguarding and the wellbeing of individuals when providing a service. 			

Job Title:	Income Support Worker / Social Work Assistant
Key Role Activities continued	
<p>Operational Duties</p> <ul style="list-style-type: none"> Attend and participate in multi-disciplinary meetings and advocate on behalf of service users. Maintain confidentiality in line with government and directorate policy. Keep appropriate written records, produce reports as required, in accordance with departmental policies and procedures. Provide support via the out of hours rota. Informs applicants of their rights and responsibilities and explains policies, procedures and programme parameters to ensure applicants receive services they require. Informs the Head of Social Services and drives development regarding any policy/procedural change, recommendations and requirements. <p>Administrative Duties</p> <ul style="list-style-type: none"> Being responsible for providing all administrative support related to the two Programmes, including: Manage and maintain applicant information and files in accordance with Departmental policies and procedures while strictly maintaining applicant confidentiality. Build and maintain effective office systems, including setting up an applicant data base and filing system. Being the single point of contact and advisor for any queries regarding the Income Support and Attendance Allowance Programmes. <p>Financial Duties</p> <ul style="list-style-type: none"> Ensuring appropriate actions are undertaken in compliance with the Financial Regulations in relation to the administration and payments of benefits which will include: Administer a robust system of payment Provide documentation to relevant FIG Departments for the processing of all payments generated for applicants. Monitor the compliance and effectiveness of the Programme including a quarterly progress report of the two Programmes to the Head of Social Services. Produce programme statistics and report financial information to the Head of Social Services. <p>General Duties</p> <ul style="list-style-type: none"> Promote ethically sound practice, including equality of opportunity and anti-discriminatory practices. Engage in regular one-to-one supervision with the Team Manager and provide recommendations for ongoing operational functions, improvements and evaluation of the Income Support and Attendance Allowance Programmes. Takes responsibility for own continued professional development using opportunities to participate in relevant training activities. <p><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></p>	

Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

Person Specification:	Income Support Worker / Social Work Assistant		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills & Experience			
Five years relevant work experience	✓		A
Experience in working with adults and/or children in either a formal or informal setting	✓		A/I/R
Experience in office administration: including processing of accounts for payment, maintaining accurate record keeping and management of confidential records	✓		A/I/R
Computer literate in Microsoft Word and Outlook and intermediate skills in Excel and Microsoft PowerPoint	✓		A/I/R
Capacity to prioritise tasks effectively and to take own initiative. Ability to work unsupervised in an office setting	✓		A/I/R
Experience of inter-agency, partnership and multi-disciplinary work	✓		A/I/R
Good numeracy skills	✓		A/I/R
Excellent interpersonal skills and the ability to communicate effectively at all levels, both verbally and written	✓		A/I/R
A proven ability to work in a professional manner and to represent the Department in a positive light	✓		I/R
Ability to make evidence-based decisions within relevant policies and legislation that are robust and can withstand challenge	✓		A/I/R
Personal Attributes:			
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I/R
Excellent problem-solving skills and ability to work autonomously and make decisions.	✓		I/R
Discretion and maintenance of a high level of confidentiality at all times.	✓		I/R
Work in a non-judgemental, anti-oppressive and non-discriminatory manner	✓		I/R
Good work ethic.	✓		I/R
Able to work well independently as well as part of a small team and be sufficiently flexible to accommodate variable workloads and situations.	✓		I/R
Must possess the ability to remain calm in stressful or emotive situations.	✓		I/R
Must be able to remain independent without prejudice or personal opinion.	✓		I/R

Person Specification:	Income Support Worker / Social Work Assistant		
Criteria	Essential	Desirable	Assessment Method
Qualifications & Training			
An NVQ Level 3 or higher in a relevant area which could include Social Care, Business Administration, etc. or equivalent experience in a similar role.	✓		A
English and Maths GCSE Grade C or above or equivalent	✓		A
A valid manual driving licence		✓	A
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of assessment:

A - Application Form I - Selection Interview

R – Reference

O - Other