

Role Information

- **Days and hours:** Fridays from 10 am to 1pm
- **Term:** Minimum commitment of 3 months
- **Reporting to:** Advice and Operations Programme Manager
- Volunteers are entitled to travel expenses to and from the place of work (and lunch for each full day). Please note expenses will be reimbursed against receipts only.

About the role

As welfare adviser, you will provide one to one welfare information and advice on benefits, including online housing benefit applications, housing issues, working and child tax credit, universal credit, and tax rebates. You will also provide independent information and advice to individuals about social security benefits.

Main tasks and responsibilities

- Providing information and advice to users during one to one drop in sessions;
- Ensuring impartiality and confidentiality when dealing with clients;
- Maintaining confidential case records and administrative systems;
- Diagnosing problems, researching, interpreting and explaining legislation, official documents or the content of letters;
- Considering options and identifying possible courses of action;
- Supporting users to decide on the best course of action based on the information available;
- Mediating on a client's behalf, for example, by writing letters, making phone calls;
- Referring clients to other sources of help, for example solicitors, social workers or special case workers, who may represent the client in court or at tribunals;
- Keeping up to date with appropriate legislation and policies;
- Compiling files on cases examined and services provided and returning it to the Project Manager.

Person specification

- Verbal and written communication skills in English, Spanish are essential (Portuguese desirable);
- We are looking for a flexible and enthusiastic person who is confident in working in a multicultural and multilingual environment;

- Good time management, organisational skills and IT skills;
- Good interpersonal and communication skills and attention to detail;
- Ability to work effectively as a member of a team and with a diverse population of users, staff and outside constituents;
- a caring, sensitive and non-judgemental manner;
- The ability to cope with stress and emotionally charged issues;
- Tact and diplomacy to deal with sensitive and confidential information;
- Ability to set his/her own work priorities, take initiatives and work with minimal supervision.

Additional Requirements

- Two references from current/previous employers;
- Enhanced DBS Check (completed through IRMO);
- Safeguarding Level 1 certificate (completed through IRMO);
- One month trial period.

Benefits from Volunteering at IRMO

- Gives the opportunity of helping others and to give back;
- Creates an ideal space to learn new skills in a multicultural, cooperative and inspiring environment;
- Get involved with the Latin American Community and increase knowledge of the situation of Latin American migrants in the UK;
- Helps to gain experience and strengthen previous skills to face UK's competitive job market;
- Enhance CV and get references (after 3-month period) for further impact on the employment status;
- Participate in training sessions with high quality learning outcomes (in-house and external) in areas related to the role;
- Receive regular supervision and support.

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