



WELFARE ADVISER (Spanish speaker)

Role Information

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| Hours | Part-time, 22.5 hours per week |
| Contract | Fixed-term, ending November 2022 (possibility of extension) |
| Reporting to | Programme Manager - Advice |
| Pay band | £25,258 to £27,341* |
| Annual leave | 30 days per year (pro rata) |
| Deadline to apply | Rolling |

*annual increments from starting salary £25,258

About IRMO

IRMO is a community-led organisation that provides Latin Americans (and Spanish and Portuguese speakers more widely) with tools and information in an empowering process to build secure, independent and integrated lives in the UK using a rights-based approach. We do this through a flexible and comprehensive approach, addressing a wide range of needs at a number of levels. Our work with the community covers three main areas: Advice; Education, Training & Employment; and Children & Young People. More information can be found at www.irmo.org.uk.

About the Role

The post-holder will be responsible for the delivery of high-quality advice and casework services at our centre in Brixton, as well as external locations across South London.

As a qualified adviser, the post-holder will provide advice, guidance, support and information in the areas of welfare benefits and/or housing to Spanish speakers, and will refer service users internally to services at IRMO and to external partners for further advocacy and support. The post-holder will be working in collaboration with other advisers (staff, partners and volunteers). Please note that you will be required to carry out a DBS check and provide proof of eligibility to work in the UK.

Key Duties & Responsibilities

- Deliver advice, guidance and information on welfare benefits and housing at IRMO and external predefined locations in South London



- Deal with service users' enquiries efficiently, making sure to provide a friendly, warm and welcoming environment
- Maintain case records for the purpose of continuity of casework, information retrieval, monitoring and reporting, ensuring that information is stored regularly and confidentially in the filing systems and databases provided
- Ensure fulfilment of regulatory compliance with the Advice Quality Standards (AQS)
- Provide regular reports to the Programme Manager or Director on activities against targets
- Keep abreast of developments in the housing and welfare benefits fields (especially as these concern migrants and minority ethnic groups), take up training on matters relevant to your work and potentially train volunteers or other members of staff
- Attend regular supervision sessions, staff and other team meetings as required
- Ensure that users' data is kept confidential in compliance with IRMO's Data Protection and Confidentiality Policy
- Undertake any other work, consistent with the purpose of the post, as directed by the Programme Manager

Person Specifications

E = ESSENTIAL

D = DESIRABLE

Qualifications

- Qualification in Information, Advice & Guidance (E)

Experience

- One year of experience delivering welfare advice (E)
- Experience working/volunteering in the voluntary sector (D)
- Experience in liaising with partner organisations and stakeholders (D)

Knowledge

- In-depth current knowledge of at least three areas of welfare advice: Universal Credit, Child Benefit, Social housing, Homelessness, PIP/DLA or Carer's allowance, Job Seeker's Allowance or Pensions (E)
- Understanding of Child Protection, Safeguarding processes and procedures (D)

Skills & Abilities

- Excellent written and spoken communication skills in English (E)

- Excellent communication skills in Spanish (E)
- Able to communicate in Portuguese (D)
- High level of competence in using Microsoft and Google Workspace packages, Word, Excel, PowerPoint, and databases (E)
- Self-motivated to keep up-to-date with issues in advice and welfare benefits (E)
- Able to assess a user's situation comprehensively, and identify important issues where a referral is needed (E)
- Able to maintain positive relationships and communication with colleagues and partners (E)

Personal Attributes

- Professional and positive attitude (E)
- Non-judgemental, patient, friendly and compassionate approach with a high level of communication and listening skills (E)
- Process-driven, highly organised and able to keep records of casework (E)
- Flexibility to work from different locations as needed (E)
- Self-motivated and resourceful (E)
- Pragmatic and assertive (E)
- Excellent understanding of issues facing migrants in the UK, particularly the Latin American migrant community (E)
- A commitment to IRMO's mission, vision and values (E)

HOW TO APPLY

Please complete the application form, found [here](#), and send it by email to: recruitment@irmo.org.uk including the title of the position for which you are applying in the subject line. **Please do not send CVs as we do not shortlist from CVs.**

If you wish to discuss your application, please contact Mauricio Cruz, Programme Manager - Advice, at mauricio.cruz@irmo.org.uk.

We encourage applicants to apply as soon as possible, as we will be reviewing applications as we receive them.

We wish you the best of luck with your application.