

Email: info@liftedmcr.org.uk

Address: The Dandelion Community, Oatlands Road, Wythenshawe, M22 1AH

Website: www.liftedmcr.org.uk Phone: 07538-589345



Job Title: Benefits worker

Responsibilities:	• Completion of DLA, PIP and Universal Credit forms
	• Advice and Guidance around benefits
	• Updating trackers and compilation of case studies
Job Salary:	• To be discussed at interview
Reporting to:	• Centre Manager
Hours of work:	• To be discussed at interview
	• Days can be set or flexible (Onsite only)
Contract:	• 12 month contract
	• 6 months probation
Start Date:	• 4th November 2024

Context:

At Lifted, we see everyone that we support and help as part of the #LiftedFamily. Those who work for Lifted have a passion to help and support everyone who visits Lifted with compassion and understanding, to ensure that Lifted provides the best possible support and advice at all times.

For this to be possible, Lifted pride its-self in having a wide range of knowledge and understanding to help the local community of Wythenshawe and South Manchester.

Lifted was established in Wythenshawe - South Manchester in 2009. Lifted has grown from strength to strength each year. Lifted passionately believes that by supporting the carers who enter our doors, we are also supporting their family and friends around them. Through Lifted's one to one appointments, Lifted are able to also spot and support further actions that could be needed.

Lifted is in partnership with the following organisations, Wythenshawe Community Hub, Women of Wythenshawe, Our Manchester and South Manchester Locality group

OUTLINE ROLE AND RESPONSIBILITIES

Job Summary

Forms Completions

- The benefits advisor will have a strong understanding of the current DLA, PIP and Universal Credit system
- The benefits advisor will be able to complete benefit forms to a high and professional standard
- The Benefits advisor will be able to show support and compassion to all carers that attend an appointment

Advice and Guidance

- The benefits advisor will be able to sign post to other services within the local area and the local authority
- The benefits advisor will have a strong understanding of carers network
- The benefits advisor will be to help carers to be signposted to other Lifted events and clubs
- The benefits advisor at time will be asked to support carers with meetings with external organisations and professionals

Admin

- The benefits advisor will be able to keep all Lifted trackers up to date with recording carer interventions
- The benefits advisor will be able to respond to queries via email, text or social media in addition to appointments
- The benefits advisor will be keep a record of all expenses for their role

Additional

- The benefits advisor will be attend team meetings with the core team
- The benefits advisor will attend any training sessions that have been provided
- The benefit advisor will support the team with the completion of case studies

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Person Specification

		Essential	Desired
Skills, knowledge & experience required	● Able to carry out tasks to high standard and on time	x	
	● Able to prioritise own workload	x	
	● Adaptable and highly resourceful		x
	● Able to use own initiative, think under pressure and react to situations in a calm and professional manner		x
	● People skills, ability to communicate and inspire trust	x	
	● Literate, numerate and ICT literate		x
	● Excellent networking skills and the ability to work closely together with other organisations and stakeholders across the City and nationally		x
	● Ability to communicate in a range of media; quickly, accurately and concisely		x
	● Able to support with translations		x
	● Ability to motivate others		x
● Experience of working in the charity sector		x	

SUMMARY CONDITIONS OF SERVICE

Salary	● To be discussed at interview
Hours of work	● To be discussed at interview
	● Days can be set or flexible within the week
Holidays	● Onsite working
	● To be agreed in line with hours agreed
Pension	● Nest
	● Automatic enrolment
Equal Opportunities	● Lifted is committed to the promotion of equal opportunities.
Contract	● 12 months
	● 6 month Probation
Starting Date	● 4th November 2024