





# DIAL Great Yarmouth

## Person Specification

**Job Title**

**Benefit Support Worker**

**Reporting To**

**Project Coordinator and Board of Trustees**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<p>Experience of working with people with support needs</p> <p>Recent working knowledge of the welfare benefits system</p>	<p>Experience of liaising with multi agencies</p>
<b>Skills and Abilities</b>	<p>Possession of good inter-personal skills</p> <p>Excellent communication skills both written and oral</p> <p>Excellent active listening skills</p> <p>Able to maintain accurate written and computerised records</p> <p>Able to work both on their own with limited supervision and to work as part of a team</p> <p>Able and willing to travel within the Borough</p> <p>Computer literacy skills</p>	<p>An understanding of disability issues</p>
<b>Personal Characteristics</b>	<p>Able to cope with subjects of a sensitive nature with clients who may be in distress</p> <p>Empathy</p> <p>Demonstrate commitment to role and organisation</p> <p>Demonstrate commitment to training and personal development</p> <p>Able to plan work and manage it's implementation to meet targets</p> <p>Excellent time and priority management</p> <p>Able to establish and maintain positive relationships with key people within and outside of the organisation</p> <p>Able to work under pressure</p>	<p>Used to working with volunteers</p>
<b>Other requirements</b>	<p>Possession of a current driving licence and access to a car for work purposes</p>	



## DIAL Great Yarmouth

### Summary Conditions of Service

<b>Job Title</b>	<b>Benefit Support Worker</b>
<b>Reporting To</b>	<b>Project Coordinator and Board of Trustees</b>
<b>Location:</b>	Based at DIAL Great Yarmouth but will require a degree of travel throughout the Borough.
<b>Standard Hours of Work:</b>	37 hours per week
<b>Salary:</b>	£16,008 per annum
<b>Payment Method:</b>	Paid no later than 6 <sup>th</sup> of each month by cheque
<b>Public Holidays:</b>	8 days Public Holidays
<b>Annual Leave:</b>	20 Days Annual Leave
<b>Notice Period:</b>	4 weeks written notice by either side
<b>Equal Opportunities:</b>	<b>DIAL Great Yarmouth</b> is committed to equal opportunities, considers applicants on their suitability for the post regardless of sex, race, disability or sexual orientation.
<b>Disclosure:</b>	As this post involves regular access to vulnerable people, the appointment is subject to a satisfactory Enhanced Disclosure by the Criminal Records Bureau.
<b>Term of Employment:</b>	This post is funded by Working Neighbourhood Fund until end of March 2011
<b>Probationary Period</b>	This post is subject to a probationary period of 3 months.

***The main terms and conditions of the post are set out in the Terms and Conditions of Employment as adopted for DIAL Great Yarmouth staff.***