



Job Title	:	Welfare and Benefits Officer
Contract	:	Permanent
Salary	:	£21,579 (pro rata)
Hours	:	7 hours per week, flexible (9.30am – 4.30pm with ½ hour paid lunch break)
Location	:	Glasgow, with some hybrid working negotiable
Reports to	:	Clinical Lead
Direct Reports	:	None

About Revive MS Support

More than 15,000 people live with MS in Scotland, the highest prevalence of any country in the world. Based in Glasgow, Revive MS Support provides specialist multi-disciplinary services and support for those living with the disabling and debilitating symptoms of MS, and their families and carers.

Job Purpose

To provide guidance and practical assistance to maximise the financial support available to individuals and families affected by MS.

Key Responsibilities

Service Delivery

- Manage a caseload of benefit cases. This includes interviewing clients (face to face or over the phone), writing supporting letters, liaising with clients and appropriate government departments.
- Provide practical assistance with the process of claims, including form filling and dealing with correspondence on behalf of people affected by MS.
- Make effective assessments of an individual's entitlement to benefits for people affected by MS.
- Provide benefits guidance to maximise income for people with MS.
- Follow up claims for benefits and guide on any further benefits triggered by an award.
- Represent clients at tribunals and appeals when appropriate.
- Represent Revive MS Support in contacts with other organisations and agencies.
- Build and maintain relationships with people affected by MS based on mutual respect, dignity, and honesty.
- Always present a positive image of the service and organisation.

Administration

- Maintain good records that enable you and colleagues to deliver prompt, effective support.
- Maintain any other records required by Revive MS Support.
- Produce reports and statistics, in an agreed format, on the activities of the Welfare and Benefits service.
- Working as an individual and as part of a team, liaising with the Welfare and Benefits officer to provide mutual support and share best practice
- Implementing the policies, procedures, and protocols of the organisation.
- Carry out any other duties as may be required

Personal Development

- Managing your workload efficiently in accordance with the policies and procedures of the organisation.
- Developing your skills on an on-going basis by identifying and participating in opportunities for learning.

Person Specification

Essential

- Previous experience of work as a Welfare and Benefits Officer or similar, with a clear and thorough understanding of statutory welfare and benefits systems.
- Proven experience of working co-operatively with clients, colleagues, external agencies, and other professionals.
- Excellent communication skills, both verbally and in writing, to deliver positive impactful communication needed to gather information, clarify circumstances, and explain outcomes clearly and effectively.
- An ability to manage a varied and challenging workload.
- A demonstrated capacity to work on their own initiative and as an effective member of a team.
- An ability to present an assertive, confident, approach when working with people in a wide range of situations and roles.
- An ability to work flexibly, dependent upon the needs of the service.
- A firm understanding of professional boundaries.
- Proven experience in delivering exceptional customer interactions in a professional and caring manner.
- Experience of showing resilience and flexibility in your work, as well as evidence of the ability to work under pressure and prioritise to meet agreed targets and timescales.

Desirable:

- Awareness of the experience of people affected by multiple sclerosis.