

## **CAIA PARK COMMUNITY COUNCIL**

### **COMMUNITY ADVICE SERVICE**

Caia Park Community Council area covers five electoral wards of Wrexham County Borough Council with a total electorate of over 8700 and population of some 12,500. Two of the wards are within the top areas for deprivation as defined by Welsh Government.

The Community Council employs a small team of Advice Workers to provide the residents of Caia Park with impartial and confidential advice and support on such matters (although not exclusively) as welfare benefit entitlement, debt, housing/ council tax benefits, consumer rights and Universal credits. If required, they also attend and represent at tribunals, appeals and County Court to support a claimant.

The team currently comprises of 1 full time and 2 part time workers. We endeavour to minimise any risks associated with possible lone working. Client records are maintained on a bespoke software package which you would be expected to use.

It is proposed that the successful applicant would work 20 hours per week over 3 days (Tues/ Thurs/ Fri) covering a number of sessions and associated administrative duties. As a small organisation, staff are expected to be adaptable and from time cover for absent colleagues if required.

Terms and conditions of employment are largely in line with Local Government establishments. Local Government pay scales apply and a contributory membership of the Local Government Pension Scheme is an option.

To discuss the role further or an informal chat, please contact Mr. David Sheridan on 01978 290614 (Please note that the telephone may not always be manned)

**CAIA PARK COMMUNITY COUNCIL**

**WLEFARE BENEFITS / ADVICE OFFICER**

**PART TIME (20 HRS)**

**Salary £14014.60 - £14872.43 NJC Rate Pt. 19-22**

**(Full time equivalent salary £25927 - £27514)**

The Council's Advice Team make an essential contribution to services maximising residents' welfare benefit entitlement and dealing with a variety of other problems such as debts, housing/council tax benefits, PIP forms etc within the community of Caia Park

It is essential that you have experience in most of the above disciplines. An ability to represent at tribunal level would be an advantage.

The position is for 20 hrs per week with possibly some additional hours to cover holidays and sickness.

Application form and details from:

Mr. M. Morris, Clerk of the Council. Community Council Offices, Prince Charles Road, Wrexham LL13 8TH or preferably by email: [clerk@caiapark.gov.uk](mailto:clerk@caiapark.gov.uk)  
(Closing date 27.06.22)

## PERSONAL SPECIFICATION

|   | Essential | Desirable | Measured |
|---|-----------|-----------|----------|
| <b>Qualifications/experience</b>  |           |           |          |
| Knowledge of the benefits system  | √         |           | F/I      |
| Experience in one or more of the stated disciplines                     | √         |           | F        |
| Experience in detailed record keeping and letter writing                | √         |           |          |
| Computer literate   | √         |           |          |
|   |           |           |          |
| <b>Practical and intellectual skills</b>                                |           |           |          |
| Good interpersonal skills including tact and sensitivity                | √         |           | I        |
| Ability to work on own initiative                                       | √         |           | F/I      |
| Good communication skills   | √         |           | F/I      |
| Prepared to undertake training as required                              | √         |           | I        |
|   |           |           |          |
| <b>Personal attributes</b>  |           |           |          |
| Be punctual, reliable, and flexible                                     | √         |           | I/Ref    |
| Self- motivated with ability to perform duties to the required standard | √         |           | F/I      |
| Discreet  | √         |           | F/I/Ref  |
|   |           |           |          |
| <b>Personal circumstances</b>   |           |           |          |
| Flexibility to work additional hours if required                        |           | √         | F/I      |
|   |           |           |          |
| <b>Equality</b>   |           |           |          |
| Commitment to equality and diversity                                    | √         |           | F/I      |
|   |           |           |          |
| <b>Language</b>   |           |           |          |
| Ability to speak/understand Welsh                                       |           | √         | F/I      |

F = Form

I = Interview

