



MND Scotland
Welfare Rights Advisor
Job Pack





MND Scotland – About Us

About MND Scotland

MND Scotland is the only charity in Scotland dedicated to supporting people with MND, their families, and friends.

Since being founded over forty years ago, MND Scotland has provided practical, financial, and emotional support to anyone affected by MND whilst also funding essential research into finding effective treatments and a cure.

MND Scotland is funded entirely by donations and grants. The charity's patron is Her Royal Highness, the Princess Royal.

For more information, visit mndscotland.org.uk.



Welfare Rights Advisor

Hours: Full time (35 hours per week)

Salary: Grade 5 - £29,030.01 gross per annum

Location: Home based and central Glasgow office as required

Directorate: Support Development Directorate

Reports To: Welfare Rights Lead

Direct Reports: N/A

Role Purpose

Everything we do and the way that we do it puts the MND community at its core. The role of Welfare Rights Advisor is key to delivering our ambitious strategy. The role will be supporting people affected by Motor Neuron Disease to access the benefits to which they're entitled. Ensuring provision of the advice and practical assistance needed to maximise the financial support available to individuals and families affected by MND.

You will work with people affected by MND to identify their entitlements, based on their individual circumstances, and submit appropriate applications. Liaising with public bodies as required while assisting clients in navigating an often-complex application processes and ensuring speedy access to benefits. Reassuring people with MND that they are being supported through a difficult situation.

The successful candidate should be able to work flexibly and autonomously using their own initiative. Good listening, communication and interpersonal skills are essential, as are excellent organisational and caseload management skills. The post holder will have high attention to detail and be able to work collaboratively with a wide range of professionals in order to provide a unique, high quality, service to families.

This will enable people with MND to spend their precious time building special memories with their families, rather than worrying about their financial situation.

You will help us make time count.

Key Responsibilities and Accountabilities

- To provide holistic advice on a range of welfare benefits issues.
- To offer clients advice and information to maximise their income and to ensure they are receiving the correct entitlements.
- This will include conducting full benefit checks, better off calculations and assisting clients to navigate their benefit claims.
- Provide practical assistance with the process of claims, including form filling and dealing with correspondence on behalf of people affected by MND.

- Meet with clients and people with MND in various locations, including within their own homes where necessary.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- Build relationships and negotiate with partner services and external agencies on behalf of people affected by MND.
- Represent clients at tribunals and appeals when appropriate.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Build and maintain relationships with people affected by MND based on mutual respect, dignity and honesty.
- Present a positive image of the service and organisation at all times.
- Proactively raise awareness of the wider support services.

Essential Skills and Experience

- Previous experience of work as a Welfare Rights Advisor.
- Excellent verbal and written communication skills, with the ability to communicate with a range of people across different channels.
- A clear understanding of up-to-date statutory welfare and benefits systems and processes.
- Proven experience in delivering exceptional customer interactions in a professional and caring manner.
- Proven experience of working co-operatively with clients, colleagues, external agencies and other professionals.
- 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.
- Full UK driving licence and use of a car.
- PVG disclosure.

Desirable Skills and Experience

- Experience of working with vulnerable people and/or those with severe illness.
- Understanding and knowledge of the new 2020 BASRIS policy.
- Understanding and knowledge of legislation that impacts upon people with MND, such as:
 - Social Care (Self-directed Support) (Scotland) Act 2013
 - Equality Act 2010
 - Knowledge and understanding of GDPR and data protection.
 - Knowledge of Adult and Child protection
- Experience of working with a CRM database (preferably E-Tapestry)

Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland.

- Excellent attention to detail, problem solving and communication skills.
- The ability to prioritise and manage workload autonomously.
- Excellent relationship building and partnership working skills.
- Works collaboratively with others and values empowerment, equality and is committed to the rights of people living with disabilities and carers.
- Ability to empathise with and support people affected by MND, whilst establishing and maintaining appropriate professional boundaries.
- Emotional resilience and the ability to deal with sometimes distressing situations in a professional and empathetic manner.
- Excellent IT skills

Personal Attributes

With high levels of personal awareness and a strong sense of personal boundaries, a Welfare Rights Advisor is a compassionate and proactive team player with a strong sense of personal accountability. They will bring a 'can do' attitude and a focus on positive outcomes for people with MND and their families.

Additional Relevant Criteria

We pride ourselves in operating in a flexible working environment and collaborative working is at the core of what we do. To ensure we achieve this, you will be required to work from our Glasgow city centre office on occasions agreed with your line manager.

There is a need within this post for the holder to be flexible about hours of work, with the occasional requirement to work in the evenings and weekends.

There is a requirement for the post holder to travel throughout Scotland where necessary.

High levels of emotional impact, for which external supervision is provided.

This job description is current at the date of issue. As and when the work of MND Scotland develops or changes so the areas of responsibility may be subject to change, and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

MND Scotland Benefits, Rewards and Employee Recognition

The information below provides a brief statement of the benefits, rewards, and employee recognition schemes available. Please check your contract of employment, company policies and individual rules for eligibility and terms and conditions.

MND Scotland reserves the right to withdraw, amend the scheme and change providers as appropriate.

Employee Support and Wellbeing	Pension Scheme	Eligible employees are automatically enrolled in MND Scotland's Group Stakeholder Pension Plan operated by TPT Pensions within one full month from their start date. Currently MND Scotland contributes 7.5% of gross basic salary and employees are required to make a minimum gross contribution of 3% of gross basic salary.
	Life Insurance	3 x base salary cover. This is a day one right for all staff.
	Annual Leave Entitlement	31 days leave per year, plus one additional day awarded for each year of service up to a maximum of 5 days.
	Employee Assistance Programme	(Counselling and Psychotherapy) Training, Coaching, Mentoring and Supervision. Mindfulness Workplace Meditation.
	Able Futures	A self-referral service which offers employees the opportunity to access mental health specialists that can help you cope with any difficulties that are affecting your focus and time at work.
	Enhanced Company Maternity Pay	Eligible employees (one year's continuous service)
	Enhanced association sick pay	Company paid sickness absence in accordance with the sickness absence policy and contract of employment after probationary period completed. (6 months)
	Enhanced Jury Service	Full salary paid during Jury service minus deduction for expenses received from the court.
	Flexibly Working Environment.	

Employee voice and opportunities	Staff Survey	Have your say in the anonymous employee engagement survey.
	Staff Training	Opportunities to gain skills and receive formal training, participate in working groups (such as CRM, Staff Engagement) and undertake CPD.

Organisational Commitments	Disability Confident Committed Employer.
	Accredited Real Living Wage Employer.
	Menopause Friendly Employer.
	Equal Opportunities Employer.
	Supporter and Provider of Sanitary Products.
	Our Pledge to Mental Health.
	On site Mental Health First Aider
	Our commitment to continually review our benefits and wellbeing initiatives.

