**Job Description and Person Specification**

**Job Title:** Welfare Benefits Student Coordinator

**Reports To:** Welfare Benefits Team Head

**Purpose**

To provide an excellent casework service to clients who are appealing to the Social Security First Tier Tribunal in relation to work capability assessments for Employment and Support Allowance and Universal Credit and Personal Independence Payment and to recruit and manage students from Coventry University and provide them with supervision, training and support to the Welfare Benefits Student Advocacy Project

**Responsibilities**

Casework

* To manage a caseload of appeal matters
* To prepare for and provide representation for clients at Social Security First Tier Tribunals
* to conduct legal research where necessary
* to arrange and conduct meetings with clients, sometimes including travel to meet with clients at locations outside of the office
* to draft letters, witness statements, submissions and other documents as appropriate
* to record time spent on casework
* liaising with third parties by letter/email and telephone to ensure efficient case progression
* to support colleagues within the welfare benefits team and the wider organisation

Student Coordination

* To take the lead in running the student advocacy project and be the main liaison person between the Law Centre and the University in respect of the project
* To recruit suitable students
* To provide training in all aspects of appeals and tribunal procedure to students
* To provide support and guidance to students in the preparation of cases
* To ensure students have an excellent learning opportunity
* To ensure efficient allocation of cases to students
* To ensure effective management of tribunal hearings
* To ensure all cases are progressed in an efficient manner and that all work is recorded on the case management system
* To maintain files in accordance with the standards as set by Central England Law Centre and other relevant regulatory requirements
* To appraise students and provide constructive feedback
* To write monitoring reports for internal and external use

**General**

* To demonstrate commitment to the aims, values, principles and policies of the Law Centre
* To abide by policies and procedures as set out in the Office Manual and Staff Handbook
* to attend staff meetings and external meetings and seminars when necessary
* Any other task reasonably required within the context of this post

**Person Specification**

Essential

* A demonstrable commitment to social justice and the ability to work sympathetically and effectively with a wide variety of clients.
* The ability to communicate effectively and sensitively
* An understanding of the importance of confidentiality
* A non-judgemental attitude
* Experience of using a case management systems and IT systems including Microsoft Word, Excel and Outlook
* Excellent oral and written communication skills
* Experience of representing clients at Social Security First-tier Tribunal
* Excellent knowledge of welfare benefits law including Employment Support Allowance Universal Credit and Personal Independence Payment
* Ability to work as part of a team and with partner agencies
* Experience of delivering training
* The ability to manage and coordinate the work of students
* Excellent organisational skills, including the ability to prioritise multiple pending tasks and provide realistic timescales for completion, to ensure that key deadlines are met, and to work effectively when under time pressure.
* The ability to learn quickly and develop new skills
* Ability to get on with people and be polite under pressure and to work co-operatively as part of a team.
* Self-motivated, able to work independently and on own initiative and able to organise workload.

Desirable

* Experience of working with volunteers/students
* Experience of managing project work
* Experience of writing reports for internal and external use