Job Description and Person Specification

Transitions Benefits Adviser

Fixed Term Contract Ending 30th September 2029			
Salary:	£26,228-£27,880 per annum, pro rata depending on experience.	**Place of Work:**	Hybrid - Home Based and travel across the districts of Torridge and West Devon.
Hours of Work:	22.5 Hours per week	**Reporting to:**	Transitions Team Leader

About Navigate Charity

Navigate is a registered charity providing free, confidential money and debt advice, welfare-benefits support and financial education across Devon and Somerset. We specialise in helping people who face barriers to mainstream services and provide support through home visits, community venues, telephone and digital contact.

About the Transitions Project

Transitions is a partnership between Navigate, Encompass Southwest and West Devon CVS, funded by The National Lottery Community Fund. It supports people across West Devon and Torridge who are experiencing financial hardship or barriers to accessing advice.

What We're Looking For

We are looking for a compassionate, practical person who can explain information clearly and build trust with people in their own homes and communities. Previous benefits-advice experience is welcome but is not essential if you have strong transferable skills and the aptitude to learn. Full training, supervision and professional development will be provided.

About the Role

You will help clients understand and access the benefits they may be entitled to, maximise household income and resolve benefit-related problems. The role involves regular travel and lone working across West Devon and Torridge, with support from the wider Transitions team.

What You Will Do

- Meet clients in their homes and community settings, with telephone or digital support where appropriate.
- Complete benefit-entitlement checks and identify unclaimed or underclaimed support once trained.
- Help clients make and manage claims, gather evidence and complete forms.
- Explain decisions and support mandatory reconsiderations or appeals within your level of training and competence.
- Liaise with the DWP, councils, housing providers, health professionals and other services on behalf of clients.
- Identify wider financial or support needs and connect clients with Transitions colleagues and partner services.
- Follow safeguarding, lone-working, risk-assessment, confidentiality and data-protection procedures.
- Maintain accurate AdvicePro records and record client outcomes and impact.

What You Need When You Join

- Experience of supporting, advising or working with people, including transferable or voluntary experience.
- Strong communication skills and the ability to explain information clearly and sensitively.
- A compassionate, patient and non-judgemental approach.
- Confidence working independently and visiting clients in their own homes.
- Good organisation, attention to detail and confidence using digital systems.

- Ability to travel independently across West Devon and Torridge (driving license and transport required).

What We Will Teach You

- The welfare-benefits system and how to complete entitlement checks.
- Claims, supporting evidence, mandatory reconsiderations and appeals.
- AdvicePro, case recording, quality standards and partnership referral pathways.
- Safeguarding, risk assessment and safe lone-working practice.

Desirable but Not Essential

- Experience of benefits, welfare rights, debt, housing or other advice work.
- Experience supporting people affected by disability, poor health, rural isolation or digital exclusion.
- Experience of partnership working, home visiting or lone working.