

Social Security Tribunal Representative

Objective: To define, fund and deliver a quality and flexible response to welfare needs.

General Description

- The role of the volunteer Tribunal Representative will be to represent claimants before the Social Security First Tier Tribunal.
- Representatives will be required to assimilate and remain informed of legislations and relevant case law dealing with all Social Security benefits.
- Representatives will ensure that claimants are dealt with and represented at Tribunal in a sensitive and professional manner.
- Representatives will be required to analyse and review all papers relating to Appeals prior to the appeal date, sometimes at short notice and interview the Appellant prior to the Tribunal appearance.
- Representatives will need to compose concise arguments on behalf of the Appellant and to present a coherent case to influence the Tribunal with the aim of enabling a decision to be made in favour of the claimant.

Duties and Responsibilities

- To prepare reports on the outcome of Tribunals and raise awareness of unusual issues arising and significant cases or findings which may need to be appealed further
- To liaise with various teams and undertake work in the office.
- To liaise with appropriate statutory/volunteer agencies on behalf of clients
- To work with minimum supervision.
- To develop and build close working relationships with the tribunal services.

General

- To implement the Equal Opportunities Policy into your daily activities.
- Keep accurate and up to date case records
- To be work in accordance with the Data Protection Act (1998) and to ensure all new systems are reported to the Data Protection Officer.
- Attend and participate in review meetings with your mentor