UNISON Birmingham

Branch Welfare Officer

In the last few years jobs have been cut and benefits have been reduced putting a strain on household budgets and finances. Members are feeling the impact on their household income. Now more than ever the Branch Welfare Officer needs to be aware of the difficulties members are facing and to help them overcome these pressures with practical advice and support.

UNISON Welfare is a unique confidential service offering advice and support just for UNISON members and their families. One of your main roles as Branch Welfare Officer is to assist members with completing the application form for financial assistance. However welfare is not just about money it is also about offering confidential advice and support to members and if necessary signposting them to help available on a range of issues.

Tasks relating to the post of Branch Welfare Officer (see *unison.org.uk/welfare*):

- to ensure that branch officers, stewards and workplace representatives, and also employers, have regular up-to date-information about UNISON Welfare and its range of services
- to ensure that members seeking welfare assistance receive a prompt, supportive and effective response
- to liaise and co-ordinate with regional and national levels to ensure that UNISON Welfare support is provided effectively
- to undertake training and seek advice from UNISON Welfare where necessary
- to develop and implement local welfare activity
- to develop links with local charities and sources of support such as Citizen's Advice Bureau and women's refuges
- to work together with other officers at branch and directorate levels to carry out the priority work of the branch, if required by the Branch Executive or Branch Committee, including within reason to cover for other positions if absent, or if a position is temporarily unfilled.