

Job Description

Job Title: Welfare Benefits Advisor

Grade: 7A

Reporting to: Money Matters Team Leader

ROLE SUMMARY

The Welfare Benefits Advisor will provide comprehensive advice and support to customers in relation to welfare benefits, money management and financial inclusion with the aim of maximising income and minimising expenditure. Working alongside internal teams and external partners you will deliver a pro-active, customer-focused service that will support and enable customers to pay their rent and protect their tenancy.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.
2. Assist the Money Matters and Tenancy Sustainment team leader to provide an in-depth quality welfare benefit and money guidance service.
3. Support and advocate for our customers where necessary using appropriate communication skills and channels. Researching and exploring options and implications so that those accessing our service can make informed decisions.
4. Supporting and advocating for customers with appeals against unfair welfare benefit rulings.

5. Ensuring income maximisation through the appropriate take up of income, including those relating to welfare benefits.
6. Maintain detailed case records.
7. Referring customers for additional services such as employability, money advice specialists, and partners services.
8. Contribute to the development and delivery of money guidance and budgeting courses and campaigns for both staff and customers to publicise welfare benefit reforms and wider financial inclusion themes including bank accounts, credit unions and direct debits and implement them.
9. Develop excellent internal working relationships with teams across believe supporting exceptional customer experiences for applicants, tenants and other customers to ensure that they are prepared and able to sustain their tenancy and pay their rent.
10. Assist in the maintenance of excellent relationships with external agencies to ensure customer receive an outstanding and seamless service; ensuring the use of procedures to refer customers to agencies for additional support and monitoring the impact and outcomes from such referrals.
11. Assist the Money Matters and Tenancy Sustainment Team Leader in evaluating and measuring the impact of advice, support and referrals on income and the wellbeing of customers, providing appropriate and timely performance management information to support this.
12. Contribute to the development of policies and processes across believe housing to ensure that high quality consistent services are delivered in every location.
13. Representing believe housing as appropriate, including deputising for the Money Matters and Tenancy Sustainment Team Leader if necessary.

TEAMWORK

14. Working in a collaborative way providing support and assistance to all involved throughout the process.
15. Act as a role model for the organisation's values and culture in line with the behavioural framework.
16. Through innovation, learning and collaboration, support and embed a culture of business improvement.

17. Build and maintain effective internal and external relationships.

ORGANISATION-WIDE

18. Live the organisation's values and behaviours.

19. Deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.

20. Ensure that services fully comply with all organisational, legal and regulatory policies and procedures.

21. Manage all risks and health and safety issues in your area of responsibility in line with organisational procedures and ensure the removal and/or reduction of risk where possible.

22. Comply with organisational confidentiality and information security policies.

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

Personal Specification

	Essential	Desirable	Method of Assessment
Qualifications	5 GCSEs at grade A-C or equivalent and/or relevant experience in a similar role	Obtained or is working towards a relevant recognized qualification	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	Experience of the provision of advice and support to tenants on welfare benefits, and financial inclusion initiatives.	<p>Experience in the implementation of awareness raising campaigns</p> <p>Experience in helping to evaluate and measure the outcomes and impact of projects</p>	<ul style="list-style-type: none"> • Application Form • Selection Process
Skills/knowledge	<p>A positive attitude to customer service and personal development</p> <p>Knowledge and understanding of welfare benefits and the statutory framework in which they operate</p> <p>Ability to work as part of a team and in partnership with other services/officers</p> <p>Excellent organisational skills and the ability to produce quality work to tight deadlines</p> <p>Excellent interpersonal skills including the ability to relate well with others, communicating</p>	Knowledge of national and regional housing issues.	<ul style="list-style-type: none"> • Application Form • Selection Process

<p>information confidently with people at all levels.</p> <p>Ability to deal with vulnerable applicants</p> <p>Ability to deal with difficult situations in a positive manner with tact and diplomacy</p> <p>Ability to meet the travel requirements of the post</p>		
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