

## Welfare Benefits Adviser

### Housing

Overview	
<b>Role Purpose</b>	Welfare benefits advisers provide a comprehensive benefits advice and advocacy service for our customers, helping them to maximise their income and receive the money that they are entitled to.
<b>Responsible for</b>	Providing welfare benefits and financial inclusion advice to customers.
<b>Reports to</b>	Senior Welfare Benefits Adviser
<b>Line management</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Date</b>	February 2021

Role relationships	
Internal	Housing, income and tenancy support teams.
External	Residents, local authorities, voluntary and government agencies.

Role accountabilities	
<ul style="list-style-type: none"> <li>Provide a comprehensive welfare benefits advice and advocacy service for customers; providing expert advice on all aspects of the welfare benefits system, supporting customers to challenge decisions and resolve complicated issues, supporting customers with benefit appeals, including preparation of submissions and representing customers at first tier tribunals.</li> <li>Manage a complex and demanding caseload, juggling competing priorities, ensuring cases are progressed and deadlines met. Work under own initiative to determine actions and advice needed for each case.</li> <li>Provide a responsive and inclusive service to customers, taking account of, and adapting to, individual needs.</li> <li>Support customers to maximise their income through access to charitable grants and funding and referrals to third parties.</li> <li>Maintain a good working knowledge of social security legislation and case law. Keep abreast of all national and local benefit changes; disseminate information on changes highlighting potential risks and impacts on customers and NHG.</li> <li>Design and deliver training on welfare benefits and financial inclusion.</li> <li>Be a specialist resource for other staff members, providing welfare benefits and</li> </ul>	

## Role accountabilities

- income maximisation advice to frontline teams to develop their knowledge and capacity to support residents.
- Work collaboratively with frontline teams to ensure that they make the best use of the welfare benefits and financial inclusion service and help to drive a focus on early intervention.
- Actively contribute ideas to the development and continuous improvement of the welfare benefits and financial inclusion service, using insight gained from working with residents and frontline staff.
- Undertake profiling analyses of our customers and identify any specialist benefit issues relating to particular groups, providing appropriate advice and assistance to staff on what steps to take to support certain groups.
- From time to time, initiate take up campaigns amongst residents in response to benefit changes and in line with profiling analysis.
- Represent NHG externally, developing and maintaining relationships with stakeholders and partners in key boroughs. Use these relationships to raise and resolve issues impacting NHG and our customers.
- Develop and maintain links with other welfare rights and financial inclusion advisers in order to share information and best practice.

## General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

## Role behaviours

Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> </ul>

Service improvement	<ul style="list-style-type: none"> <li>Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>Experience of providing welfare benefits advice (including a comprehensive and up to date knowledge of the statutory framework and the ability to identify implications of changes in legislation to welfare benefits).</li> <li>Experience of providing services to vulnerable adults and working with a diverse client group.</li> <li>Practical knowledge of financial inclusion sector, including experience of making successful grant applications.</li> <li>Previous experience within a housing organisation or advisory centre.</li> <li>Knowledge of current social housing legislation and good practice.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Be able to produce written information or reports to management level, and excellent verbal communication and presentation skills.</li> <li>Strong negotiation skills.</li> <li>Good numeracy skills.</li> <li>Effective IT skills including intermediate MS Office skills, and ability to use housing software packages and CRM systems.</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>N/A</li> </ul>

Role requirements	
DBS	<ul style="list-style-type: none"> <li>Basic Disclosure</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>Information/Data User (all staff)</li> </ul>
Data protection role	<ul style="list-style-type: none"> <li>None</li> </ul>