



Job description

Job Title: Benefits & Welfare Advisor

Responsible To: Regional Housing Manager West

Purpose of post: The Benefits & Welfare Advisor will provide face-to-face and telephone guidance and advice to Hastoe residents who require additional support to improve their financial capability and maximise their household income. This role has a crucial role to play in enabling residents to afford their rent payments and avoid eviction.

The key areas of responsibility are:

1. Manage complex cases relating to residents in danger of losing their home through financial hardship. Offer additional advice, support and monitoring to help residents avoid eviction.
2. Help maximise the income of residents so that they can meet all their priority payments, including rent.
3. Provide accurate advice and support to residents experiencing financial difficulty in relation to welfare benefits, give budgeting advice and refer and signpost residents to appropriate specialist external agencies and other resources or liaise with external agencies on the residents' behalf, if required.
4. Contact all new residents to promote the service and provide early intervention where necessary.
5. Maintain an up-to-date knowledge of benefit and welfare issues through training, research and liaising with external agencies, ensuring that this is shared with colleagues.
6. Maintain up-to-date and accurate records of advice provided and all outcomes.
7. Prepare reports on outcomes achieved and proactively contribute to the success of the role.



8. Producing and/or contributing to articles for tenants' newsletter, Hastoe website and any other social media approved by the Communications Team.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person Specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Minimum of 5 GCSE passes including English & Maths (A-C grades or equivalent).• Commitment to continued personal development	
Skills, knowledge and Experience	<ul style="list-style-type: none">• Minimum of 2 years' experience within a benefits and welfare environment in a capacity which involved face-to-face interaction with customers• Understanding of the role and scope of social housing providers• Proven track record of dealing with a range of stakeholders and partners• Demonstrated commitment to high-quality customer service• Knowledge of current benefit and welfare system• Knowledge of income collection• Excellent written and verbal communication skills• Proven experience of using Microsoft Office package including Outlook, Word and Excel to an intermediate level	<ul style="list-style-type: none">• Certified Money Advice Practitioner
Personal Attributes	<ul style="list-style-type: none">• Strong problem solving abilities• Ability to organise own workload and establish priorities• Ability to work on own initiative• Strong team player• Self-motivated and self-reliant• Committed to providing outstanding customer service• Confident in dealing with customers in their own homes and on the estates• Confident in dealing with potential conflict• Committed to customer involvement• Understanding of and commitment to equality and diversity	