

## Greatwell Homes

### Job Description

<b>Post Title:</b>	<b>Benefits &amp; Money Advisor (ID0012)</b>
<b>Responsible to:</b>	<b>Income Team Leader</b>
<b>Responsible For:</b>	<b>N/A</b>

#### Main purpose of the Job:

1. Delivering a high performing, customer focused service for Greatwell Homes customers across all areas, ensuring the provision and development of good quality advice and information on Money and benefits, and other social welfare matters as appropriate.
2. Help the association meet its corporate objectives by delivery of a proactive and preventative customer focused income management service.
3. Increasing benefit awareness and promoting benefit entitlements and a culture of payment amongst our customers, assisting in maximising customers income levels.
4. Manage complex cases relating to welfare benefit and debt management and liaise with external agencies where required including CAB, CLS and other debt management agencies.
5. Provide information, training and advice to colleagues on welfare and benefit advice.
6. Assist in the improvement of services and assist in the development of policies and procedures.

#### Key Achievement Areas:

1. Delivery of high-quality money and benefit advice service, ensuring the provision of a high performing customer orientated service, ensuring the service meets the needs of, and is accessible to all Greatwell Homes customers.
2. Ensure that the organisation maximises its income through the effective management of income collection and debt management services, adopting a proactive and preventative approach that creates a culture of payment amongst our customers.
3. Respond promptly when dealing with enquiries from customers, their representatives and internal/external stakeholders.
4. Meet all identified Operational PIs and targets for your area and provide performance information, as required.
5. Lead on the provision of effective money and benefit advice being provided to Greatwell Homes customers and work with relevant agencies, such as CAB, CLS in supporting customers.
6. Manage a case load of complex cases relating to benefit appeals and representing them at hearings as appropriate.
7. Develop, lead and participate in locally based initiatives to maximise benefit take-up for Greatwell Homes customers.
8. Undertake home visits as necessary.
9. Provide on-going and benefits training to staff including producing training materials.

10. Provide training to customers on benefits, money management and budgeting skills, including their rights and responsibilities.
11. Identify and refer concerns in relation to child protection and vulnerable adults in line with safeguarding policy protocols with the support of your line manager.
12. Lead on creating a culture of payment amongst our customers and work collaboratively with to ensure we maximise income and minimise debt for customers.
13. Maintain accurate records for each customer you provide advice to.
14. Identify and refer any cases of suspected fraud to the local authority and DWP.
15. Work with colleagues across the Association to ensure a seamless service is provided to customers.
16. Keep up to date with legislation, regulations and good practice associated with the role. In particular to keep up to date with changes to welfare benefits and Welfare Reform.
17. Promote the Association internally and externally so as to ensure a positive external image and a highly motivated workforce.
18. Promote the service by advising on and developing information and publicity material.
<b>Corporate Responsibilities</b>
To promote the organisations corporate values role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
Play an active role in contributing to effective cross team working/departmental projects and provide cover for colleagues as required.
To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders always ensuring compliance with the Data Protection Policy.
To ensure regulatory compliance and effective risk management within your role in line with the Risk Management Policy.
To uphold the Associations commitment to Equality and Diversity.
To be aware of your personal responsibilities in relation to the Business Continuity Plan and deliver against the requirements specific to your role.
To be aware of your personal responsibilities regarding the Health and Safety at Work Act and ensuring that the Associations Health & Safety policy is adhered to in all aspects of your work.
Act always within the organisation's rules, policies, procedures, standing orders, financial regulations and Code of Conduct.
<b>Other</b>
<p>This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. The post holder may be expected to:</p> <ul style="list-style-type: none"> <li>• To carry out other duties not specified in the job description that are commensurate with this position, as requested from time to time</li> <li>• Work outside normal office hours to attend meetings and/or occasionally respond to out-of-hours emergencies</li> </ul>

Job Descriptions are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the Association.

**Greatwell Homes**  
**Person Specification – Benefits & Money Advisor**

	Essential	Desirable
<b>Qualifications</b>	GCSE education or equivalent through relevant training/experience.	CIH Level 2 or above Advice related qualification
<b>Experience</b>	Experience of working in a customer facing role, achieving successful outcomes in the delivery of services that meet customer need	
	At least 2 years' experience in providing money/benefit/welfare advice.	Experience of working in a housing management/ social housing environment.
	Experience in calculating benefit entitlement and identifying errors and under claiming.	Experience of working in a debt/money advice environment.
	Experience of negotiating repayment plans with a third parties, providing advice on insolvency, court procedures and dealing with bailiffs	
	Experience of benefit appeals and tribunal representation.	
	Experience of lone working	
<b>Skills/Knowledge</b>	Able to effectively communicate with customers and understand their needs, often in emotional and sensitive situations.	Empathy and a good understanding of the issues faced by elderly and vulnerable customers
	Effectively deal with conflict and potentially aggressive/volatile situations involving customers.	Knowledge and understanding of housing management.

	Knowledge of all benefits available and how these can be claimed, including those for EU nationals	Knowledge of the legal, regulatory and operational issues related to housing management services.
	Commitment to delivering high quality customer services and commitment to continuous improvement.	
	Good numerical and analytical skills and an ability to understand and interpret information.	
	Excellent verbal and written communication skills.	
	Understanding and commitment to equality and diversity. Health and safety and data protection polices and legislation applicable to the role.	
	Effective and positive relationships and networks with internal and external stakeholders.	
	Ability to work under pressure, with deadlines, with competing priorities.	
	Be committed to Personal Development and Learning plan.	
	Operating sensitively with awareness of a person's circumstances.	
	Confident IT user	
	<b>Essential</b>	<b>Desirable</b>
<b>Other</b>	Requirement to have enhanced DBS check.	

	Willingness and able to work a flexible working week including some weekends and evenings	
	Car driver owner and valid UK (or equivalent) Driving Licence	

