

# Job Title: Customer Wellbeing Specialist (Outreach)

**Role Purpose:** To provide holistic person centred advice services that make customers feel empowered and enhances their financial, mental, physical and emotional wellbeing.

**Blended Working Classification:** Mobile

**Benchmark Salary:** up to £34,792



**catalyst**

## ABOUT THE ROLE

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

As a Customer Wellbeing Specialist (Outreach), you will report to the Customer Wellbeing Team Leader (Outreach) and will holistically support our customers facing a range of vulnerable circumstances. You will work closely with the Customer Wellbeing Triage Team and take referrals for customers needing in-person support locally in their homes or neighbourhoods.

### Success metrics:

- Maintain effective relationships with internal and external customers and stakeholders, by being visible, engaged and present at all times.
- Deliver an excellent customer service to all internal and external customers by being the first point of contact for all matters related to the Communities team utilising the outreach process.
- Provide customers with excellent advice that is timely and accurate by maintaining effective partnerships and referral routes with a wide range of statutory and voluntary sector organisations.
- Collaborate with colleagues across all other customer facing teams, in particular Allocations, Customer Service Centre, Estates, Income, Neighbourhoods and Repairs to ensure early referrals of customers facing vulnerable circumstances.
- Deliver an effective outreach service to customer that maximises positive outcomes (for the customer and Catalyst), targeting early tenancy support and income maximisation services by partnering with the Allocations and Income teams, in line with relevant policies and procedures.
- Support in the delivery of operational plans and mechanisms, which support Catalyst in meeting targets and demonstrate our social impact, by collaborating effectively with other teams across the Communities Team and in particular the Community Wellbeing team.
- Utilise your knowledge of welfare benefits, legislation, and regulatory standards to support the Team Leader in ensuring Advice Services are efficient, effective, and legally compliant.
- Support Team Leader to compile and present accurate and timely information, analysis and reporting relating your team.

### About you:

- You will be totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- You will be able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Demonstrate a strong commitment to the principles of equality, diversity and inclusion.
- Demonstrate the ability to deliver a community outreach advice and wellbeing service that provides customer direct support.
- Demonstrable ability and willingness to support the customers in the local communities and visiting customers within the community and in their homes.
- Demonstrable experience of wide range of advice and support services such as financial and digital inclusion, welfare benefits, debt advice, home energy, employment and skills, apprenticeships and careers, tenancy support, physical and mental health, social prescribing, family intervention etc.

- You are able to initiate case conferences where joint working is taking place, to ensure customers receive the holistic support and advice required. Attend external local community meeting, partnership meeting and representing the service to customers and external partners and or potential partners
- Able to empathise and deliver a holistic and person-centred approach service to customers.
- Good awareness of the local services on offer, through community-based and voluntary organisations and wider external services. This knowledge will enable customers to have access to a wider range of support services.
- Demonstrable understanding of programmes and projects being delivered through the Community Programme Services and Community Wellbeing Programme
- Demonstrable track record of delivering excellent customer service, delivering tangible outcomes for a diverse range of customers.
- Demonstrable experience in supporting and delivering service improvements, customer and community engagement initiatives that support the successful delivery of Catalyst's Community Investment and Customer Experience Strategies'.
- A team player and collaborative colleague, with excellent communication skills, able to build effective relationships and bring insight to contribute improvement in service delivery.
- Demonstrate a considered, intelligent approach to support implementing change, with attention to detail whilst considering the customer and the wider organisation.
- An awareness of Children and Adult Safeguarding regulation.

### **Live and breathe our values:**

**Deliver on promises** - do what you say you're going to do, when you say you're going to do it. Never mislead and just do the right thing.

**Give respect** - treat people as they want to be treated, value and actively encourage diversity and inclusion and treasure the planet.

**Be accountable** - do not hide from your responsibilities, acknowledge mistakes and fix them, measure and report on your impact in open, relevant ways.

**Show kindness** - take time to understand the person as well as the problem, share in people's happiness and sadness. Care.

**This role is subject to an enhanced DBS check and requires a full, clean driving licence. This is a mobile role and you will be working on our estates with our customers requiring regular travel to several locations, both in and outside of London.**

**You will be provided you with simple work wear guidelines as well as some branded items relevant to your role. It will be your responsibility to adhere to the guidelines at all times whilst on duty.**

**Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.**

