**Role Profile**

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| **Job title:** Welfare Benefits Officer |
| **Department:** Income Management |
| **Reports to:** Senior Housing Officer |
| **Grade:** 5 |
| **Staff responsibility:** |

**Organisational Structure**

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| Area Housing Manager |

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| Senior Housing  Officer |

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| Welfare Benefits  Officer |

**Job Purpose**

To ensure the provision and development of good quality advice, information and representational advocacy on statutory benefits, and other social welfare matters as appropriate for Cairn customers. To provide Welfare Benefit and Money Advice case work and specialist training

**Key Accountabilities**

* Casework – at claim, review and appeal level
* Undertake home visits as necessary.
* Provide representation for clients at DWP and Disability Appeal Hearings.
* Provide a consultancy and complex case referral service for Cairn staff.
* Provide basic, on-going and benefits training to Cairn staff including producing training materials
* Assist in developing and maintaining benefits and money advice resources for Cairn staff on CHAT
* Maintain records (including the maintenance of a database) as required to enable the service to be monitored and evaluated.
* Develop and participate in locally based initiatives to maximise benefit take-up
* Establish and maintain good working relationships with DWP including Job Centre Plus and the Pensions Agency, fuel agencies, and other Local Authority departments and appropriate voluntary organisations.

**Person Specification**

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| **Education** |
| * Higher education / professional qualification attainment e.g. HND, degree is preferable but not essential. |
| **Experience** |
| * Extensive experience of working directly with customers to provide advice on welfare benefits and other social welfare matters. |
| **Knowledge** |
| * Relevant housing legislation and welfare benefit system and regulations. |
| **Skills and Abilities** |
| Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines and performance targets.  **Essential**   * Experience in delivering a customer focussed service * Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines * A valid driving licence and car available for work   **Desirable**   * Excellent communications skills * Presentation skills |
| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Delegating (appropriately designates responsibility and refers problems or activities to others for effective action) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). * Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication) |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance