

Job Description

Advice Service: Trainee Housing, Debt & Welfare Benefits Advisor

Advice, support and housing
for a better tomorrow

Post title	Trainee Housing, Debt & Welfare Benefits Advisor
Hours of work	37.5 per week
Salary	£23,625
Holiday entitlement	23 days annual leave plus statutory bank holidays
Based at	Kettering, North Northamptonshire
Accountable to	Advice Services Manager
Direct reports	None

Purpose of the Job

To provide an impartial and outcome focussed advice service for everyone that approaches the charity, ensuring all data is entered accurately on the Accommodation Concern Database.

Support the office team to function in a professional and efficient way, enabling beneficiaries to receive a high standard of service.

To provide advice/casework related to housing, debt and welfare benefits to Accommodation Concern's quality standards, policies, procedures and regulatory requirements.

Main Responsibilities Centre:

1. To be trained so that you can provide a Welfare benefits advice and casework service which conforms to the Advice Quality Standard & FCA
2. Advise, assist, and support clients who could benefit from housing advice in accordance with agreed procedures, policies and good practice.
3. Identify beneficiaries needs, desired outcomes/actions, and appropriate prioritisation.
4. Completion of forms and documentation for advisors accurately.
5. Support with the food parcel allocation and distribution, including maintenance, record keeping and reporting.

6. To be trained to provide independent housing, homelessness, benefit, debt advice and case work.
7. To be trained to conduct initial client interviews within diverse operational sites.
8. General level advocacy and negotiation on behalf of client to other agencies/ authorities.
9. Telephone advice as appropriate.
10. Agree client needs and identify desired outcomes/actions.
11. Initial contact/referral with other agencies to help coordinate services.
12. To maintain the accurate recording of client contacts and feedback within statistical software packages.
13. Work in accordance with the AQS operating model for casework management
14. To support the Supervisor/Manager to ensure that the Advice Centre remains compliant and meets all regulatory requirements
15. To work and liaise with other Advisors, to share information and to support best practice.
16. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
17. To be trained to have a basic knowledge around issues that may be affected by homelessness, debt and welfare benefits
18. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
19. Provide cover for the other Advice Team members when required (may include Housing, Debt and/or Welfare Benefits Advice)

Other:

20. To prepare case studies and any other feedback relevant to the service.
21. To meet defined objectives and targets relating to service delivery and specific project work.
22. To support colleagues to undertake a range of consultation and evaluation processes with clients as required.

23. To maintain and develop partnerships with a range of key stakeholders.
24. To undertake all relevant administrative tasks as necessary.
25. To adhere to the charity's policy and procedures, including safeguarding reporting, interventions and disclosures.
26. To attend meetings and training as necessary.
27. Undertake any other reasonable tasks as requested by your Manager.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

Full training and induction will be provided to the successful candidate.

Person Specification

Education & Qualifications

Essential

GSCE level or equivalent in English & Maths

A good level of computer experience – confident use of email, electronic calendar and database input

Experience

Essential

Experience of giving advice/guidance (may be to friends/family)

Experience of displaying patience and the ability to remain calm in stressful situations

Experience of having to be thorough and pay attention to detail

Knowledge and Understanding

Essential

Knowledge and abilities in using Microsoft Office packages

An understanding of the need for client confidentiality and GDPR

Aptitudes and skills

Essential

A flexible, can-do attitude

Ability to engage, build and develop relationships with adults who are; living in poverty; disadvantaged; homeless; and/or ex-offenders

Ability to drive and have access to a car

Ability to promote empowerment with adults at all times and encourage clients to accept their responsibilities

Ability to work professionally, innovatively and diligently

Ability to work independently and within a team

Personal Attributes

Essential

Experience of managing and prioritising own workload, and ability to work effectively as part of a team.

Possess self-discipline

Exhibit professionalism and integrity

Commitment to equal opportunities and anti-oppressive practice

Excellent communication skills

Professional curiosity with the ability and willingness to learn and apply learning in support delivery

Ability to challenge the status quo and influence others to change culture

Ability to work across the area to meet service delivery demands when required

To have a sense of humour, be personable and accept that things won't go as you think

Desirable

Ability to work flexible hours including evenings and weekends (as required by the service)