

Advice Services: Generalist Advisor (Housing, Benefits, and Debt)

**Advice, support and housing
for a better tomorrow**

Job Description

Post title	Generalist Advisor (Housing, Benefits, and Debt)
Pension	3% Employer Contribution
Hours of work	37.5 hours per week
Salary	£23,809.50 - £25,278.00
Holiday entitlement	23 days annual leave plus statutory bank holidays
Based at	Multiple locations across Northamptonshire
Accountable to	Debt and Benefits Advice Manager
Direct reports	None
Contract Term	Until 31 st March 2026

Purpose of the Job

To deliver a professional, impartial, and outcome-focused advice and casework service across the areas of Housing, Welfare Benefits, and Debt, ensuring high standards of quality in line with the Advice Service Alliance Standard, AQS, and FCA regulations. The role supports individuals to improve their financial wellbeing, access housing options, and maximise income, while empowering clients to take positive steps toward independence and stability.

Main Responsibilities

Advice & Casework:

- Provide comprehensive, accurate advice and casework in housing, benefits, and debt across multiple service delivery sites.
- Deliver support in areas such as homelessness prevention, housing options (e.g., Keyways), debt solutions, budgeting, and benefit entitlement.
- Assist with form completion, mandatory reconsiderations, and representation with statutory and non-statutory agencies.
- Offer general level advocacy and negotiation on behalf of clients with external agencies, authorities, and courts.
- Refer clients to internal and external support services as appropriate.

Client Support & Outcomes:

- Conduct initial assessments to understand client needs and desired outcomes.
- Develop action plans based on SMART principles to ensure effective case management and progress tracking.

- Support clients to develop sustainable financial behaviours and engage in budgeting or income maximisation.
- Provide support through telephone, face-to-face, and online channels.

Compliance & Quality:

- Ensure advice delivery complies with relevant standards (e.g., AQS, CMA, FCA).
- Maintain accurate, timely records and case notes using the organisation's database systems.
- Meet performance targets and contribute to quality assurance and continuous improvement efforts.

Collaboration & Development:

- Liaise with and support colleagues within the Advice Team and wider organisation.
- Maintain up-to-date knowledge of relevant legislation, case law, and welfare reform.
- Attend training, meetings, and supervisions to support personal and service development.

Other:

1. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
2. To meet defined objectives and targets relating to service delivery and specific project work.
3. To undertake a range of consultation and evaluation processes with clients as required.
4. To maintain and develop partnerships with a range of key stakeholders.
5. To undertake all relevant administrative tasks as necessary.
6. To adhere to the charity's policy and procedures, including safeguarding reporting, interventions and disclosures.
7. To attend meetings and training as necessary.
8. 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.

Person Specification

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

Education & Qualifications

Essential

- GCSE level or equivalent in English & Maths
- Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)
- Certificated Course or qualification in:
 - Advice
 - Debt
 - Housing
 - Benefits

Experience

Essential

- Experience of working with individuals facing poverty and/or with dysfunctional lifestyles
- Experience of working effectively in partnership with a range of stakeholders
- Experience of giving advice/guidance
- Experience of displaying patience and the ability to remain calm in stressful situations
- Experience of having to be thorough and pay attention to detail
- Third sector experience
- Experience within one or more of the following:
 - housing or homelessness services
 - debt services
 - advice services
 - anti-poverty services

Knowledge and Understanding

Essential

- Knowledge and abilities in using Microsoft Office packages
- Knowledge of money advice issues, quality of advice and FCA regulatory requirements
- Knowledge and understanding of the issues which affect the lives of disadvantaged adults.
- Knowledge and ability to use AdvicePro database
- An understanding of how CMA deliver debt advice
- Knowledge of local networks and resources in North Northants, particularly within deprived areas
- A knowledge of AQS and how it impacts the delivery of Advice

Aptitudes and skills

Essential

- Ability to drive or travel across Northamptonshire
- Ability to understand complex information and convey it in a way that is understandable to clients
- Ability to engage, build and develop relationships with adults who are; living in poverty; disadvantaged; homeless; and or ex-offenders
- Ability to prioritise tasks, identify and work to deadlines and manage time effectively
- Ability to promote empowerment with adults at all time and encourage clients to accept their responsibilities
- Ability to work independently and within a team whilst working professionally, innovatively and diligently
- Evidence of a successful track record of achievement against targets
- Commitment and understanding of confidentiality
- Have attention to detail with high standards to work.

Personal Attributes

Essential

- Ability to work flexible hours including evenings and weekends (as required by the service)
- Professional and value led with integrity, inclusivity and respect for diversity
- Excellent organisational and time management skills
- Possess self-discipline
- Exhibit professionalism and integrity
- Proven track record of negotiation and problem solving
- Commitment to equal opportunities and anti-oppressive practice
- Excellent communication skills
- To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic
- 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.