

Job Description & Person Specification

Advice, support and housing
for a better tomorrow

Post title	Debt & Welfare Benefits Advisor
Pension	3% Employer Contribution
Hours of work	37.5 per week
Salary	£22,500
Holiday entitlement	23 days annual leave plus statutory bank holidays
Place of work	Northamptonshire
Based at	Accommodation Concern HQ, Kettering, Northamptonshire
Accountable to	Advice Team Leader

Purpose of the Job

Deliver a professional, impartial, pragmatic and outcome focussed advice service to beneficiaries whilst working to Accommodation Concern Quality Standards, Policies and Procedures and Regulatory Requirements.

To provide debt advice and/or casework having regard for relevant legislation, meeting the requirements of the Advice Service Alliance Standard for advice case work relating to debt, welfare benefits, and Housing.

To provide advice/case work on welfare benefit issues to ensure income maximisation is achieved for beneficiaries. Signposting to other local specialist agencies for expertise when required

Main Responsibilities

1. To provide a debt advice and casework service which conforms to the Advice Quality Standard.
2. Advise clients on sustainable budgeting, income maximisation and money management.
3. Advise and assist with applications to increase income from other sources, including charitable trusts, local authority discretionary housing payment schemes, and utility companies.
4. Provision of independent housing, homelessness, benefit, debt advice and case work.

5. General level advocacy and negotiation on behalf of client to other agencies/ authorities.
6. Agree client needs and identify desired outcomes/actions.
7. Tribunal representation for welfare cases (Universal credit, PIP etc.).
8. Conducting initial client interviews within diverse operational sites.
9. Writing/setting case outcome inline with S.M.A.R.T Principles.
10. Initial contact/referral with other agencies to help coordinate services.
11. Telephone advice as appropriate.
12. Work in accordance with the AQS operating model for casework management.
13. To maintain the accurate recording of client contacts and feedback within statistical software packages.
14. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
15. To meet defined objectives and targets relating to service delivery and specific project work.
16. To undertake a range of consultation and evaluation processes with clients as required.
17. To maintain and develop partnerships with a range of key stakeholders.
18. To undertake all relevant administrative tasks as necessary.
19. To adhere to the charity's policy and procedure, including safeguarding reporting, interventions and disclosures.
20. To attend meetings and training as necessary.
21. Undertake any other reasonable tasks as requested by the Charity 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.

Theme & Measure	Essential Criteria	Desirable Criteria
Education & Qualifications		
<i>CV & Certificates</i>	<p>GSCE level or equivalent in English & Maths</p> <p>Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)</p>	<p>Certificated Course or qualification in:</p> <ul style="list-style-type: none"> • Advice • Debt • Housing • Benefits
Experience		
<i>CV, Interview & References</i>	<p>Experience of working with individuals facing poverty and/or with dysfunctional lifestyles</p> <p>Experience of working effectively in partnership with a range of stakeholders</p> <p>Experience of giving advice/guidance</p> <p>Experience of displaying patience and the ability to remain calm in stressful situations</p> <p>Experience of having to be thorough and pay attention to detail</p>	<p>Third sector experience</p> <p>Experience within one or more of the following:</p> <ul style="list-style-type: none"> • housing or homelessness services • debt services • advice services • anti-poverty services
Knowledge and Understanding		
<i>CV & Interview</i>	<p>Knowledge and abilities in using Microsoft Office packages</p> <p>Knowledge of money advice issues, quality of advice and FCA regulatory requirements</p> <p>Knowledge and understanding of the issues which affect the lives of disadvantaged adults.</p>	<p>Knowledge and ability to use Advice Pro database</p> <p>An understanding of how CMA deliver debt advice.</p> <p>Knowledge of local networks and resources in Kettering/North Northants</p> <p>A knowledge of AQS and how it impacts the delivery of Advice.</p>

Theme & Measure	Essential Criteria	Desirable Criteria
Aptitudes and skills		
<i>CV & Interview</i>	<p>Ability to understand complex information and convey it in a way that is understandable to clients</p> <p>Ability to engage, build and develop relationships with adults who are; living in poverty; disadvantaged; homeless; and or ex-offenders</p> <p>Ability to prioritise tasks, identify and work to deadlines and manage time effectively</p> <p>Ability to promote empowerment with adults at all time and encourage clients to accept their responsibilities</p> <p>Ability to work independently and within a team whilst working professionally, innovatively and diligently</p> <p>Evidence of a successful track record of achievement against targets</p> <p>Commitment and understanding of confidentiality</p>	
Personal Attributes		
<i>CV & Interview</i>	<p>Possess self-discipline, self-motivation, professionalism and integrity</p> <p>Ability to work flexible hours including evenings and weekends (as required by the service)</p> <p>Proven track record of negotiation and problem solving</p> <p>Commitment to equal opportunities and anti-oppressive practice</p> <p>Excellent communication skills</p>	