

Job Description & Person Specification

Advice, support and housing
for a better tomorrow

Post title	Trainee Housing, Debt & Welfare Benefits Advisor
Pension	3% Employer Contribution
Hours of work	37.5 per week
Salary	£21,000
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

To provide a professional triage service for all beneficiaries that approach the charity, identify and signpost to the correct advisor, 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.

Manage the full process for food parcel allocation and distribution.

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

Main Responsibilities

1. Be the first point of contact for all beneficiaries contacting the organisation; by phone, email, social media or in person and ensure referrals are made to the relevant advisor.
2. Identify beneficiaries needs, desired outcomes/actions, and appropriate prioritisation.
3. Completion of forms and documentation for advisors accurately.
4. Manage the complete process for food parcel allocation and distribution, including ordering, maintenance, record keeping and reporting.

5. Provision of independent housing, homelessness, benefit, debt advice and case work.
6. General level advocacy and negotiation on behalf of client to other agencies/ authorities.
7. Agree client needs and identify desired outcomes/actions
8. Income maximisation through money, debt and welfare casework and representation.
9. Telephone advice as appropriate.
10. Work in accordance with the AQS operating model for casework management.
11. To maintain the accurate recording of client contacts and feedback within statistical software packages.
12. To meet defined objectives and targets relating to service delivery and specific project work.
13. To undertake a range of consultation and evaluation processes with clients as required.
14. To undertake all relevant administrative tasks as necessary.
15. To adhere to the charity's policy and procedure, including safeguarding reporting, interventions and disclosures.
16. To attend meetings and training as necessary.
17. Undertake any other reasonable tasks as requested by the Line 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

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Website
www.accommodationconcern.co.uk



Person Specification

Theme & Measure	Essential Criteria	Desirable Criteria
Education & Qualifications		
<i>CV & Certificates</i>	<p>GCSE level or equivalent in English & Maths</p> <p>Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)</p>	Relevant qualifications/ training undertaken
Experience		
<i>CV, Interview & References</i>	<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 <p>Experience of working to improve the lives of disadvantaged members of the community</p>
Knowledge and Understanding		
<i>CV & Interview</i>	<p>Knowledge and abilities in using Microsoft Office packages</p> <p>Knowledge of the issues which affect the lives of disadvantaged adults.</p> <p>An understanding of the need for client confidentiality and GDPR</p>	<p>Knowledge of the homelessness legislation and case law with a track record of successful challenges</p> <p>Knowledge and experience of challenging homelessness, unemployment and poverty</p>

Theme & Measure	Essential Criteria	Desirable Criteria
Aptitudes and skills		
<i>CV & Interview</i>	<p>A flexible, can do attitude</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 promote empowerment with adults at all time and encourage clients to accept their responsibilities</p> <p>Ability to work professionally, innovatively and diligently</p> <p>Ability to identify key issues that beneficiary presents with from complex information</p>	<p>Evidence of a successful track record of achievement against targets</p> <p>An understanding of a person centred approach and its impact on service Quality</p> <p>An understanding of the issues associated with vulnerable adults, mistreatment and abuse</p>
Personal Attributes		
<i>CV & Interview</i>	<p>Experience of managing and prioritising own workload, and ability to work effectively as part of a team.</p> <p>Possess self-discipline</p> <p>Exhibit professionalism and integrity</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>	<p>Ability to work flexible hours including evenings and weekends (as required by the service)</p>