

Job description

Job details			
Job title:	Universal Credit & Welfare Benefits Advisor	Responsible for:	None
Responsible to:	Housing Benefit Liaison Officer	Areas covered:	Housing Services
Place of work:	Any DGHP Office	Salary	AP4

Overview of the role

The overall purpose of the Universal Credit & Welfare Benefits Advisor role is to assist tenants make online claims for Universal Credit, ensuring they understand the process and to provide welfare benefits advice, with the aim of maximising the income of tenants and reducing rent arrears.

Key result areas

Key result areas for the post are:

- The provision of timely and accurate advice and support to assist tenants make Universal Credit claims.
- The provision of advice and support on welfare and disability benefits/reform to DGHP customers and colleagues.
- Successful and efficient management of a caseload of referrals.
- Regular liaison with customers, colleagues, other team members and external agencies.
- Maximisation of tenants income through the take-up of appropriate benefits

Main responsibilities and accountabilities

Service delivery

- Ensure work is delivered to a high standard, on time, and within budgets.
- Respond to Universal Credit and welfare benefits enquires promptly and professionally.
- Provide advice and support to colleagues with regard to Universal Credit, welfare benefits and income maximisation activities.
- Deliver regular reports on activities within the role.
- Ensure service delivery is compliant with all relevant department policies, as well as relevant legislation.
- Maintain an awareness of services and activities carried out by other Statutory and Voluntary sector organisations, ensuring that customers are directed to other relevant services if appropriate.

Performance management

- Contribute to the successful delivery of all KPIs within the Income Team function.
- Ensure that all relevant policies and procedures meet with the requirements of current legislation, regulation and best practice.
- Be aware of DGHP's overall aims of objectives and contribute to the overall development of a high performing organisation.

Policies and procedures

- Adhere to the relevant policies and procedures.

Finances and budgets

- Be aware of the financial implications of actions.

Other

- Carry out all other duties as may be reasonably assigned from time to time, with the level of this job description.

Core specialisms

The Universal Credit & Welfare Benefits Advisor role is responsible for delivering services such as:

- Advice and support to customers regarding Universal Credit claims and welfare benefits.
- Carrying out personal interviews in tenants' homes, relating to Universal Credit and benefit maximisation.
- Customer liaison

Key contacts

The post is responsible for actively promoting and representing DGHP to a broad range of stakeholders.

Key contacts in the post are detailed below.

Key internal contacts are:

- Benefits Liaison Officer
- Staff within the Housing Services function
- Finance and IT staff

Key external contacts are:

- Customers
- Council
- Department of Works and Pensions
- Voluntary sector organisations

Role Profile

Job details	
Job title:	Universal Credit & Welfare Benefits Advisor
Area	Requirements
Education	<ul style="list-style-type: none"> ▪ SCQF Level 4 or equivalent in English and Maths ▪ Relevant degree or professional qualification (desirable) ▪ Institute of Customer Service Communications Qualification (desirable) ▪ Chartered Institute of Housing Level 2 Certificate (desirable)
Experience and knowledge	<p>Has experience of:</p> <ul style="list-style-type: none"> ▪ Customer care good practice ▪ Universal Credit system ▪ Welfare benefits / money advice work ▪ Working with vulnerable groups including those who are socially and financially excluded <p>Has knowledge of:</p> <ul style="list-style-type: none"> ▪ Current Universal Credit, housing benefit and welfare rights legislation policy and practice ▪ Microsoft Office software (Word, Excel, Outlook)
Personal qualities	<p>Able to:</p> <ul style="list-style-type: none"> ▪ apply policies and procedures in a consistent and effective manner ▪ represent and promote DGHP's values ▪ manage own workload ▪ establish good rapport with customers <p>Has:</p> <ul style="list-style-type: none"> ▪ high personal integrity and a strong focus on personal accountability to deliver effective outcomes ▪ good numeracy skills with the ability to perform complex welfare benefit calculations ▪ excellent written and verbal communication skills <p>Is:</p> <ul style="list-style-type: none"> ▪ able to demonstrate empathy with DGHP's core aims and values, and commitment to developing culture of openness and partnership. ▪ enthusiastic, committed and self-motivated
Other	<ul style="list-style-type: none"> ▪ You will also be required to possess a full driving license and daily access to a car