**Job Profile comprising Job Description and Person Specification**

**Job Description**

|  |  |
| --- | --- |
| **Job Title:**  Welfare Reform Officer | **Grade**:  PO1 |
| **Section:**  Discretionary Awards | **Directorate:**  Resources |
| **Responsible to following manager:**  Discretionary Awards Team Leader | **Responsible for following staff:**  n/a |
| **Post Number/s:**  RWR0392 | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The post holder will assist households, including those affected by Welfare Reforms such as the Benefit Cap and Universal Credit, who have applied for a Discretionary Housing Payment. The post aims to assist those most vulnerable to these effects in securing or maintaining accommodation in the private or social rented sectors.

**Specific Duties and Responsibilities**

* To make decisions on the awards of Discretionary Housing Payments for customers in line with the agreed Wandsworth & Richmond policies. n
* The post will involve detailed casework and working pro-actively with clients to help them identify options and working towards solutions to any to effects of Welfare Reforms and difficulties in meeting their Housing costs.
* Provide an excellent customer service in dealing with queries and providing benefit advice (whether in writing, by telephone or face to face).
* To support ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making.
* To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.
* The post holder will need to take responsibility for dealing with and securing any clients personal data.
* The post will be based in the Technical Support Section in Revenue Services but will have close links with officers in other Council Departments such as the Rent Collection Service & Housing. The post will require the post holder to carry some of the duties of both a Benefits Policy & Training Officer and those of a Housing Project Officer.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

The post will require a level of Office Working to conduct face to face interviews with clients.

Responsible for making decisions on awards from cash limited discretionary budgets.

**Person Specification**

|  |  |
| --- | --- |
| **Job Title:** Welfare Reform Officer | **Grade**: PO1 |
| **Section:** Discretionary Awards | **Directorate:** Resources |
| **Responsible to:**  Discretionary Awards Team Leader | **Responsible for: N/A** |
| **Post Number/s:**  RWR0392 | **Last Review Date:** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| Knowledge of Welfare Benefits | **x** |  | A/I | |
|  |  |  |  | |
|  |  |  |  | |
| Experience | **Essential** | Desirable | Assessed | |
| Experience of administering discretionary awards | X |  | A/I | |
|  |  |  |  | |
|  |  |  |  | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| Ability to work with clients to identify and work through solutions. | X |  | A/I | |
| Ability or experience of working with vulnerable clients with potential complex needs. | X |  | A/I | |
| Ability to address challenges, resolve problems and achieve continuous improvement in a pressurised environment. | X |  | A/I | |
| Good oral and written skills to provide clear and concise messages. | X |  | A/I | |
| Ability to organise and prioritise own workload, to work under pressure and meet deadlines. | X |  | A/I | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
|  |  |  |  | |
|  |  |  |  | |
|  |  |  |  | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**