

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Financial Inclusion Officer	Grade: Linked grade SO1/S02/PO1
Section: Rent Collection Service	Directorate: Resources
Responsible to following manager: Financial Inclusion Manager	Responsible for following staff: N/A
Post Number/s: RWR0428 & RWR0429	Last review date: February 2023

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

To work as a team to improve financial capability among Wandsworth Council tenants in order to maximise their income, deliver specialist advice service on welfare benefits, debt management, financial inclusion and sign posting to specialist independent partners where appropriate to promote a rent payment culture and tenancy sustainment.

Specific Duties and Responsibilities

SO1

- Maintain knowledge of all relevant current and proposed legislation and Council policy in respect of Housing, all Benefits/Universal Credit, Welfare Reform and High Court decisions and know how the changes will affect Rent Collection Service policies and procedures to ensure that any policy changes are considered from a Financial Inclusion perspective
- To offer tenants advice on how to access financial services and products, open basic bank accounts, credit union accounts, and how to operate them in order to maintain a structured programme of financial inclusion in Wandsworth
- To review tenant's individual circumstances to identify and deliver income maximisation opportunities via DWP or internal discretionary funds
- Liaise with internal and external support agencies/key workers to assist and safeguard vulnerable tenants
- Create good relationships with VCS/charity organisations and sign post where necessary
- To carry out home visits to vulnerable tenants who are in rent arrears to maximise their income and resolve their welfare benefits and/or debt issues

SO2

- Assist management with the running new tenant workshops to ensure early intervention and tenancy sustainment
- Assist management with the administration of Breathing Space Notifications to ensure the Council does not become liable for any wrongful action
- Assist management in delivering locally based take-up campaigns for money advice in the community – such as cross directorate community events and hotspot mapping from data
- Assist management with Vital Energi reviews to proactively outreach where there is a hardship indicator of low energy consumption, meter debit or minimal top ups
- Make contribution to service improvements and enact projects to implement changes

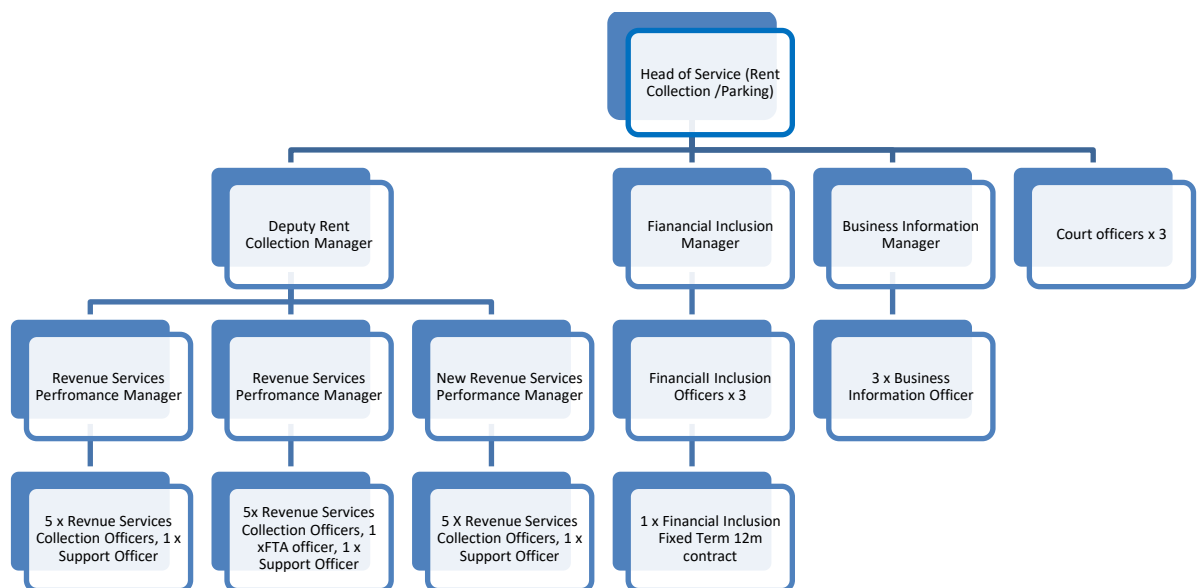
PO1

- Attend appropriate forums deputising for Financial Inclusion Manager at forums with CAB, VCS and DWP
- Attend multi disciplinary meetings for vulnerable tenants with complex needs around financial management
- Responsible for delivering training for effective Casework Management, Referral Processing, Assessment, Support Planning, providing tenancy sustainment advice and ability to appraise outcomes of actions taken.

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.

Team structure



Person Specification

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Post Number/s: RWR0428 & RWR0429	Last Review Date: February 2023

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
Current working knowledge of the welfare reform and ability to provide welfare benefits and debt advice to tenants	✓		A/I/T
An understanding of debt recovery procedures in a Social Housing environment	✓		A/I
Must be fully aware of the duties and responsibilities arising from Safeguarding, General Data Protection Act, Health and Safety, Information Technology and Equality, Diversity & Inclusion	✓		A/I
Experience	Essential	Desirable	Assessed

Communicating effectively with tenants by phone, email, letters and in person with a sensitive approach to identified vulnerabilities	✓		A/I/T
Interviewing and providing debt and money management advice to tenants and sign posting tenants to external service providers where necessary	✓		A/I
Organising and delivering welfare benefits training, drop in advice surgeries and workshops		✓	A/I
Skills	Essential	Desirable	Assessed
Emotionally intelligent for adaptive service delivery accounting for a tenant's individual circumstances	✓		A/I
IT literate	✓		A/I
Ability to communicate effectively and professionally with internal and external stakeholders	✓		A/I/T
Qualifications	Essential	Desirable	Assessed
GCSE pass A to C or equivalent in Maths and English or experience demonstrating competency in the every day use of Maths and English		✓	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate