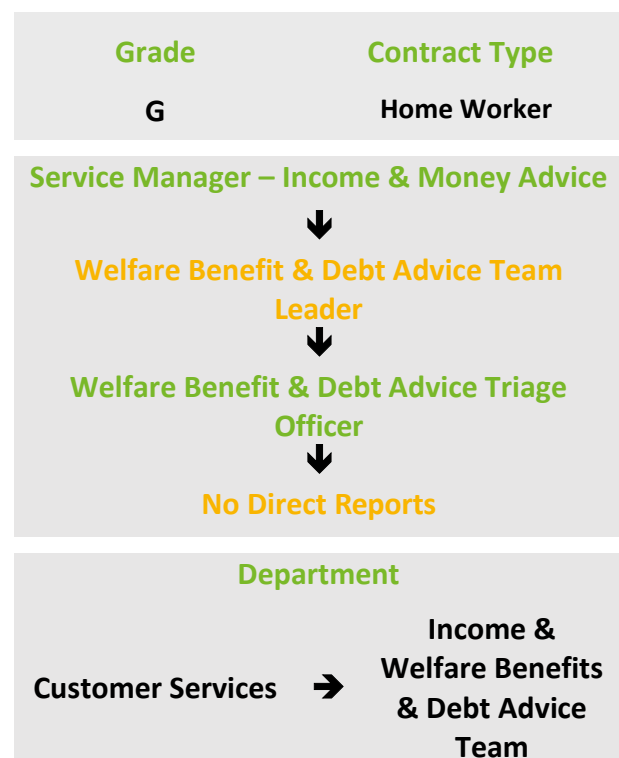


ROLE PROFILE

Welfare Benefit & Debt Advice Triage Officer



Role Overview

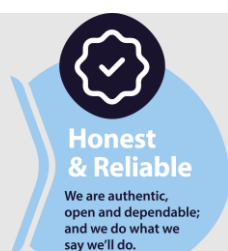
Deliver a Welfare Benefit & Debt Advice Triage Service to support the maximisation of Your Housing Group's revenue through enabling customers to meet their rent & service charge obligations; first point of contact for the WB team, assisting with low level benefit queries from our customers/residents.

This post is subject to an Enhanced Disclosure & Barring Service (DBS) Check

RESPONSIBILITIES

- To conduct affordability assessments of all new customers to aid decision making on lets and viability of tenancy, as well as highlighting any unclaimed benefits.
- Provide the first assessment/triage of all welfare benefit referrals from YHG staff, and other appropriate agencies, providing first point of contact advice & support to customers.
- Provide direct support to individual customers via a caseload and where necessary provide support through specific interventions such as budgeting advice, immediate food & fuel crisis support, assisting with benefit claims, seeking out grant opportunities & furnishing provision where necessary.
- Provide information and signposting to other Local/National agencies, when YHG's welfare benefits team are unable to assist.
- Assist customers in accessing Housing Benefit & digital Universal Credit application process.
- Accurately manage and record involvement with customers and outcomes from debt advice or benefit claims.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Through our **passion** for housing, more **people** have a **safe** place to call **home**

STRENGTHS

- ✓ Well-developed questioning, listening, influencing & negotiating skills
- ✓ Focused/target driven and thrive in a highly performance driven environment
- ✓ Ability to build and maintain relationships with internal and external partners/customers
- ✓ Good administrative, organisational and planning skills with an ability to acquire knowledge and grasp new concepts quickly
- ✓ Able to exceed targets and deadlines whilst working under daily pressure
- ✓ A strong communicator with a high level of attention to detail and enjoy working as part of a fast-paced income collection team.

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of the welfare benefits system at advisor level
- ✓ GCSE Maths and English (or equivalent)
- ✓ Experience in dealing with challenging, and often vulnerable, customers
- ✓

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License and use of own vehicle
- ✓ Understand how to achieve value for money outcomes
- ✓ Working knowledge of the arrears recovery process from beginning to end across a range of tenures, with experience of working in a demanding customer service environment