

This supplementary information for the Welfare Rights Adviser is for guidance and must be used in conjunction with the Job Capsule for Job Zone 1 Level 4 Camden Way Category Housing and Tenancy

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The Landlord Services welfare rights team provides benefits and debt advice to council tenants and hostel residents and to the staff from across the council who work with them. The Camden Plan says "we will fight inequality and the barriers it creates by working with individuals, families and communities to open up the opportunities they need to get on in life". The team contribute to this aim by helping tenants to become more financially resilient. The extra income the team generates for individuals helps them to pay their rent and this helps fund the housing services that benefit all tenants and make communities stronger.

About the role

The Senior Welfare Rights Adviser works within a team to provide a trusted and high quality welfare rights advice and casework service to residents. Advisers carry out a range of activities to ensure complex or sensitive cases are appropriately managed, assist with benefit checks, reviews of claims, and lodge appeals, prepare evidence and submissions and represent /advocate on behalf of clients at Social Security Appeal tribunals including to the Upper Tribunal and other hearings where appropriate; including supporting vulnerable adults to maintain their tenancies and live as independently as possible.

The role also maximises its impact through supporting other frontline teams across the council and in housing locality teams to develop their knowledge and skills on welfare benefits, money management and financial inclusion, and organising and delivering training and providing support through our advice line. Undertaking financial responsibility for assessing entitlement to benefits, and making decisions awarding grants/money to people in crisis where appropriate is also an important element of the role.

The purpose of the role is to help our customers living in Camden's homes to have secure, safe and affordable housing that meets their ongoing needs and provide help and assistance when they need it; sustaining tenancies, reducing poverty and maximising incomes and financial resilience whilst upskilling colleagues. The role will embody keeping the customer at the heart of service provision - challenging and ultimately changing where required the root causes of how we deliver the best outcomes.

About You: To be successful in this role, you will need to demonstrate you meet the following criteria:

1. Significant recent experience and working knowledge as a welfare rights adviser, advising clients, undertaking casework, conducting negotiation on a broad range of benefit issues including: means tested and non means tested benefits, welfare reform and related legislation, policy and administration
2. Ability to advocate for clients to the DWP and in tribunal
3. Strong Analytical skills to enable assessment of entitlement to benefits, and to make decisions awarding grants/money to people in crisis
4. Trained by a known professional welfare rights organisation e.g. Advice UK, CPA, Shelter, CAB, Rightsnet/LASA and / or IMA.
5. Experience of, or an ability to share knowledge, skills and experience with colleagues in a range of modes for example, via delivering seminars, talks and training
6. An understanding of money management in relation to managing income and bills (financial inclusion) to identify issues and help people
7. Good organisational skills and the ability to work independently, able to prioritise work and conflicting priorities and deadlines as appropriate and manage busy and demanding workload within a pressurised environment
8. Excellent communication skills at all levels working with customers and colleagues including over the telephone, face to face and written communications
9. Proficient in the use of IT systems in the provision of advice, and recording advice following advice quality procedures and keeping data secure
10. Willingness to work as a member of the team and also work outside normal hours as required

Work Environment:

The role is partly office based with a team base at 5 Pancras Square. The team has not yet returned to office-based working after the pandemic, and you will be part of the conversation about how the team works in future.

The post holder will be expected to:

- Work with a range of internal and external services on policy and service delivery issues including the Benefits Service, the local DWP and Inland Revenue and creditors
- Spend part of the time based with local neighbourhood teams
- Visit clients at home or interview face to face in the office environment or over the phone when this is necessary
- Work flexibly across the service and council responding to changes in demand; moving location to achieve a seamless response
- Manage and maintain a constantly varying workload, handling changing or conflicting priorities
- Attend outreach sessions and events to promote the service

People Management Responsibilities:

N/A

Relationships:

We are more effective when we work together and share ideas. Part of your role will be to ensure you work closely with the team, and have strong links with other teams and services especially those who may be working with the same clients or who provide services that may benefit them. This will include Neighbourhood Housing Officers, the Benefits Service, Early Help, Adult Social Care and Inclusive Economy as well as other landlord services teams and managers. We can reach more tenants through communications than we can through casework. Your role may involve drafting seminars and delivering talks and training materials for staff and support NHOs to provide good quality advice on money issues.

As an adviser part of your role will be to ensure that you record data accurately so it builds into the team's data and insights to inform the Council's broader strategies for addressing inequality and social and financial exclusion.

As an adviser you will liaise, advocate and negotiate with statutory bodies such as the DWP, Her Majesty Courts & Tribunals Service and welfare rights and debt related organisations and work directly with a range of customers including vulnerable people with complex needs and support staff to help customers

Over to you

We're ready to welcome your ideas, your views. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

Structure

