

This supplementary information for the Welfare Rights Adviser is for guidance and must be used in conjunction with the Job Capsule for Job Zone 2 Level 3 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 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 specialist benefits and debt advice to council tenants, hostel residents and to the staff across the council. 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 and make communities stronger.

About the role

The welfare rights adviser works within a team to provide a trusted advice and casework service to our residents undertaking benefit checks, making claims, challenging decisions and representing clients. Advisers carry out a range of activities to ensure complex or sensitive cases are appropriately managed, carrying out advice to residents on all aspects of benefits, money management and financial inclusion with the aim of supporting vulnerable adults to maintain their homes and live as independently as possible; and closely working with the housing teams. The role will embody keeping the customer at the heart of service provision.

About you

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

1. Knowledge of a broad range of benefits including means tested and non means tested benefits, disability related benefits, housing benefit, tax credits, universal credit, welfare reform and related legislation, policy, and administration
2. Experience of advising clients on their entitlements, and undertaking case work
3. Strong analytical and numeracy skills to enable assessment of entitlement to benefits and undertake better off calculations
4. Ability to advocate on behalf of clients with the DWP, the council and other government bodies
5. Good communication skills at all levels working with clients and colleagues including over the telephone, face to face and written communications; and present complex information in clear plain English to share knowledge, skills and experience
6. Good organisational skills and the ability to work independently, be able to prioritise work and conflicting priorities and deadlines as appropriate and manage busy and demanding workload within a pressurised environment
7. Proficient in the use of IT systems in the provision of advice, and recording advice following advice quality procedures, data reporting and keeping data secure
8. Willingness to work as a member of the team, build and maintain strong links with other teams and services across and outside the Council and flexibility to work outside normal hours as required
9. Trained by a known professional welfare rights organisation e.g. Advice UK, CPA, Shelter, CAB, Rightsnet/LASA and / or IMA.
10. This role is subject to an enhanced DBS check

Work Environment:

The role is partly office based with a team base at 5 Pancras Square. The team is currently working in a hybrid way.

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 and Council Tax department the DWP, housing officers and other across the council
- 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 when required

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 the team has 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 as well as other landlord services teams and managers.

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 including creditors 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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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 Chart

