



## WELFARE ADVISER

Job Title	WELFARE ADVISER
Hours of Work	21 - 28 HOURS PER WEEK (Monday to Thursday)
Reports to:	WOMEN'S SERVICES DIRECTOR
Salary Band	£25,000 - £35,000 (depending on experience)
Process	<ul style="list-style-type: none"><li>○ Deadline for applications: 29 October 2021 (interviews may start before deadline so please apply as soon as possible)</li><li>○ Applications to be sent to: <a href="mailto:sarah@baytreecentre.org.uk">sarah@baytreecentre.org.uk</a></li><li>○ Applicants to complete attached application form (no CV or covering letter)</li><li>○ Completion of monitoring form optional</li></ul>

### ➤ ENVIRONMENT

The Baytree Centre is a social inclusion project supporting local women and girls in the heart of Brixton.

Inspired by Catholic Social Teaching, we aim to build confidence and self-esteem, promote aspirations, broaden horizons and help our beneficiaries to improve life chances for themselves, their families and their communities. Our programmes include one-to-one coaching and mentoring; Information, Advice and Guidance; education; skills development; and well-being activities.

We believe in inspirational staff. What we do and how we do it are fundamental to ensuring that our beneficiaries will progress and progress well. Pivotal to the success of the Centre's programmes is also the strong and consistent contribution from our committed and active volunteers.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.



## ➤ THE ROLE

We are recruiting a Welfare and/or Housing Adviser to join our Women's Services Team. Your role will be to provide high quality, effective information, advice and guidance in the areas of welfare benefits and/or housing to Baytree's beneficiaries. You will work closely with our team of Social Mobility Coaches so that the advice you provide is embedded within a longer term holistic programme of support for the women.

## ➤ KEY DUTIES & RESPONSIBILITIES

- Deliver high quality, effective information, advice and guidance on welfare benefits, housing and personal finances at the Baytree Centre and in local community settings.
- Support women with:
  - Understanding their own situation including finances and correspondence from third parties;
  - Drafting correspondence, applications and other documentation;
  - Preparing for meetings and hearings;
  - Liaising and advocating on the women's behalf with authorities and other third parties.
- Build strong referral relationships with external agencies to whom you will signpost and refer women for further advocacy and support as necessary.
- Ensure women feel welcome and supported within a professional but caring environment.
- Record all client interactions clearly, accurately and promptly.
- Work collaboratively with colleagues to ensure that women's needs are supported holistically.
- Contribute to monitoring and evaluation to facilitate funder reporting and service improvements.
- Deliver workshops and activities to increase women's understanding of money management and the welfare and housing systems.
- Help to set up and deliver outreach services.
- Keep up to date with developments in the welfare benefits and housing fields and share this knowledge with the team.
- Undertake all other duties that may be reasonably assigned.

## ➤ STANDARDS AND QUALITY

The postholder will be expected to:

- Encourage best practice and support of procedures to protect & safeguard children, young people & vulnerable adults.
- Carry out duties and responsibilities according to Baytree's Equality, Diversity & Inclusion commitment, Health & Safety Policy and all other policies, working practices & procedures.
- Set an excellent example in terms of punctuality, manner, attendance and presentation.
- Submit an application for an enhanced DBS check.
- Support and demonstrate the cultures and values of the Baytree Centre.
- Provide regular reports to the Service Director on activities against targets.
- Attend regular supervision sessions, staff and other team meetings as required.
- Ensure that beneficiaries' data is kept confidential in compliance with Baytree's policies.

## ➤ PERSON SPECIFICATION

Please see below what we will look for in the successful applicant. Items marked with an 'E' are Essential; those marked with a 'D' are desirable but not essential.

### EXPERIENCE

- Experience in delivering Information, Advice and Guidance services across any of the following: welfare and benefits; housing; education system; social care system; health system (E)
- Experience of delivering high quality client service (E)
- Experience of safeguarding (D)
- Experience prioritising and managing a complex caseload (E)
- Experience of outreach and community-based work (D)
- Experience of planning and facilitating workshops (D)
- Experience of building and nurturing strong and productive working relationships, internally and externally (E)
- Experience in the voluntary and community sector (D)
- Experience working with disadvantaged groups (D)
- Experience working on grant funded programmes (D)
- Experience of performance measurement and evaluation systems (D)

### SKILLS

- Non-judgemental, patient, friendly and empathetic approach (E)
- Strong interpersonal skills and the ability to deal with a diverse range of people (E)
- Excellent communication (written and verbal) and listening skills (E)
- Strong administrative and IT (Word, Excel, Powerpoint, databases) skills (E)
- Ability to deal with information in a confidential manner (E)
- Strong organisational skills and ability to work on own initiative and prioritise workload (E)
- Fluency in Spanish, Portuguese, Somali, Arabic or another language widely spoken in Lambeth (D)

### KNOWLEDGE

- Excellent knowledge of welfare and benefits e.g. Universal Credit, Child Benefit, Social Housing, Homelessness, PIP/DLA or Carer's Allowance and Job Seeker's Allowance (E)
- Excellent understanding of barriers facing migrant and low-income women and families (E)
- Knowledge of Lambeth (or similar London boroughs) and the local community (E)
- Understanding of relevant legislation (Safeguarding; Health & Safety; Equality, Diversity & Inclusion) (D)

### QUALIFICATIONS

- NVQ level 3 in Information Advice and Guidance (or equivalent) (E)

## KEY COMPETENCIES/BEHAVIOURS

### SETTING DIRECTION

**Seeing the Big Picture :** Understand how your work and the work of your team supports wider Baytree objectives and meets the needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

**Making Effective Decisions :** Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users.

### ENGAGING PEOPLE

**Leadership :** Show pride and passion for your work and positive and inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with any inappropriate language and behaviours, including discrimination or misconduct. Give appropriate praise and credit to colleagues and stakeholders.

**Communicating & Influencing :** Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

**Working Together :** Be a collaborative, team player. Work together with and support peers in the Women's Services team and the broader Baytree organization. Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Follow up on their expressed needs. Be kind, polite and smile. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams to achieve results.

### DELIVERING RESULTS

**Delivering a Quality Service :** Work with users to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the users and Baytree. Clearly explain to users what can be done and what cannot. Keep colleagues and stakeholders fully informed of plans and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good user service which balances quality and cost effectiveness.

**Delivering at Pace :** Follow relevant policies, procedures and legislation to complete your work. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

**Changing and improving :** Regularly review work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.