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| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Services Officer:  Welfare Rights/Tenancy Sustainment | **GRADE** | 7 |
| **REPORT TO** | Tenancy Services Manager | **DATE COMPLETED** | August 2023 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. Maintaining comprehensive and accurate records, reporting and administrative systems. Engaging in effective, appropriate and professional conduct. Delivering high standards of performance. Reporting to the Tenancy Services Manager, and overall responsibility to the Services Director. Accountability through the Chief Executive to the Management Committee. | | | |
| **KEY TASKS:**   1. Front-line customer service role, and first point of contact for enquiries relating to welfare benefits. Providing a courteous and efficient service to residents and the community. 2. Assisting in provision of effective welfare rights advice and interventions on behalf of GWHA customers, and contributing to the sustainment of GWHA tenancies. 3. Maintaining and updating records/systems and leading preparation and submission of statistical information to the Tenancy Services Manager for reporting purposes. 4. Assisting in provision of effective welfare rights advice for new tenancies at point of offer. Including advice regarding Housing Benefit/Universal Credit and knowledge of schemes available such as Scottish Welfare Fund. 5. Assisting in the completion of benefits claims, and case management through to conclusion. 6. Confident and assertive liaison with external agencies in relation to benefit claims and appeals. 7. Ethical, effective and pro-active representation of clients with high degree of confidentiality. 8. Representing GWHA at residential surgeries and at external meetings when required. 9. Comprehensive understanding of the welfare benefits system, with specific reference to Universal Credit and Housing Benefit. 10. Supervision and development of other Welfare Rights colleagues within team. 11. Providing support, training and information to internal colleagues on matters relating to welfare benefits. 12. Assist the Tenancy Services Manager in identifying funding opportunities, application submission, design and distribution and post-fund reporting 13. Supporting the tenancy services team in the administration of policies and procedures, and in the delivery of team plans, objectives and performance indicators. 14. Assisting with the production and delivery of publications such as newsletters, invitations and display/information boards for conferences and other events. | | | |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  **Tenancy Sustainment**  A member of the Services Section with current role in the Tenancy Services Team, actively assisting and supporting the delivery of successful tenancies and neighborhoods, with a focus on tenancy sustainment, management and inclusion. Flexibility and scope of role to reflect organizational priorities, change, and progress towards 2028 vision. | | | |
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| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Welfare Rights Service lead, and supporting the wider team to achieve overall service delivery.  Displays a willingness to assist, support and mentor other members of the Welfare Rights and wider Tenancy ServicesTeam.  Highlights issues of importance and keeps team appraised on matters of common interest including changes to Housing Benefit or Social Security legislation.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs.  Appropriate knowledge and specialism to reflect core responsibilities and scope of role. |
| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Self-motivated, flexible, performance driven, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Ability to analyse and interpret data.  Responsive to changing demands.  Good record-keeping and leading on performance reporting. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and letter writing skills.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Welcoming, Ethical, Considerate, Accountable, Resourceful, Enthusiastic. |

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