

Person Specification

Post title	Welfare Support Advisor (Debt and Benefit)
Post number	
Grade	Band 6

	Essential	Desirable	Method of assessment
Educational attainment	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent qualification. 	<ul style="list-style-type: none"> • Educated to A Level 	<ul style="list-style-type: none"> • Application Form • Certificates
Work experience	<ul style="list-style-type: none"> • Experience of working in, debt and/or benefit advice or social housing area. • Experience working with benefit claimants affected by Welfare Reform and in need of support into employment and / or money and debt advice and / or budgeting support and / or support to sustain a tenancy • Experience of working with people in social care, support or advice settings • Experience of working in partnership with support agencies and partners. • Understanding of current housing issues, income and debt collection • Experience of meeting targets and deadlines • Front line Customer Service experience 	<ul style="list-style-type: none"> • Trained in and experience of using casework systems. 	<ul style="list-style-type: none"> • Interview • Application Form
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> • Level of knowledge on complex debt/benefit issues and entitlements, sufficient to advise both tenants/residents and STH staff. • Ability to communicate 	<ul style="list-style-type: none"> • Evidence of success in a work-related situation • Knowledge of local services to provide 	<ul style="list-style-type: none"> • Application Form • Interview • References

	<p>effectively with a wide range of stakeholders both verbally and in writing</p> <ul style="list-style-type: none"> • A good listener who has the ability to influence and negotiate • Effective planning and organisation skills • Ability to use IT in the provision and recording of advice. 	assistance	
Disposition	<ul style="list-style-type: none"> • Professional and calm whilst under pressure • Tactful, diplomatic, and confident • Able to deal with people at all levels • Committed to the principles of equality and diversity 	<ul style="list-style-type: none"> • Assertive • Flexible approach to work 	<ul style="list-style-type: none"> • Application form • Interview • References
Circumstances	<ul style="list-style-type: none"> • Able to work outside of normal office hours. • Willing to work at various locations as required. • Full current driving licence or access to means of mobility support 		<ul style="list-style-type: none"> • Interview

Ref: TA

Date: 8th April 2015