

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Finance and Business Services</b>		<b>Service Area:</b>  <b>Revenues and Benefits</b>	
<b>JOB TITLE: Welfare Assistance Officer</b>			
<b>GRADE: G</b>			
<b>REPORTING TO: Senior Welfare Assistance Officer</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  To deliver an effective and efficient customer orientated service; determining applications in respect of discretionary housing payments, discretionary council tax hardship discount, welfare assistance and delivering personal budgeting support.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To administer applications received for discretionary housing payments, discretionary council tax hardship discount, welfare assistance and personal budgeting support. To ensure that applications are considered for alternative or additional reliefs and/or support as appropriate.	
	2.	To answer telephone calls and respond to customer enquiries correspondence in a polite, professional and efficient manner.	
	3.	To make clear, consistent decisions on customers' eligibility for assistance; accurately updating systems allowing for monitoring, financial and performance information.	
	4.	To manage a caseload effectively to ensure that applications are dealt with within target clearance times.	
	5.	To provide advice and assistance to colleagues advising on the application process and to liaise effectively with customers, other Council services, external agencies, providers and landlords to ensure an efficient, effective and responsive service	
	6.	To check Discretionary Housing Payment decisions made by the Housing Options service meet the required criteria and record the decision and payments made.	
	7.	To collate supporting information necessary for the determination of discretionary council tax hardship discount.	
	8.	To work with a designated list of providers of goods and services to ensure customer awards are distributed and delivered to the required standard and within the timescales.	
	9.	To identify alternative options for customers based upon their personal circumstances and provide a signposting or referral service to appropriate external organisations.	
	10	To reconsider decisions made by other officers, where the applicant has requested a review.	
	11	To co-operate with the implementation and introduction of revised methods of work, including changes that may arise from the development of new technology,	

		the introduction of new legislation and guidance, or other reasons.
	12	To monitor and review trends in applications and take a pro-active approach towards suggesting improvements to working practices.
	13	To work supportively as part of a team, recognising the importance of flexibility regarding breaks to ensure target levels are not affected during peak times.
	14	To maintain the highest standards of customer confidentiality at all times.
	15	To carry out home and off-site visits where necessary in order to assist with a claim or to verify circumstances and information.
	18	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

### **3. GENERAL**

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of G using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

**Policies and Procedures** - The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

## PERSON SPECIFICATION

Job Title/Grade	<b>Welfare Officer / Grade G</b>	
Directorate / Service Area	<b>Finance and Business Services</b>	<b>Revenues and Benefits</b>
Post Ref:		

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>NQF level 3 qualification or the equivalent level of knowledge gained through substantial demonstrable direct work experience.</li> </ul>	<ul style="list-style-type: none"> <li>IRRV Revenues or Benefit Certificate level qualification</li> </ul>	Application form
Experience	<ul style="list-style-type: none"> <li>Experience of working with customers from a variety of backgrounds, in difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>Working with Civica Open Revenues / Information @ Work document management system.</li> <li>Experience of working within a personal lending environment.</li> <li>Experience of processing welfare assistance applications/financial appraisals</li> <li>Recent relevant work experience of providing welfare benefits, budgeting or debt advice.</li> </ul>	Application / Interview/Test

Skills	<ul style="list-style-type: none"> <li>• Ability to communicate complex information, and/or policy documents to customers.</li> <li>• Ability to deal with high volume caseloads and organise and prioritise own workload, with minimum supervision and using initiative</li> <li>• Excellent interpersonal and communication skills, both written and verbal</li> <li>• Ability to think clearly and logically with a good practical approach to problem solving while understanding the needs of our customers</li> <li>• Achieve accurate outcomes and consistency whilst achieving targets and deadlines.</li> <li>• General ICT skills</li> <li>• Ability to think of new and/or different ways to improve the service for our customers</li> </ul>	<ul style="list-style-type: none"> <li>• Broad knowledge of other related legislation including Council Tax, Housing Benefit, Data Protection and Freedom of Information.</li> </ul>	
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• A pro-active team player that contributes to , service and team goals</li> <li>• Work effectively with other teams and services to get things done</li> <li>• Take time to understand the needs of our customers</li> <li>• Be reliable, on time and meet deadlines</li> <li>• Self-motivated and willing to commit to</li> </ul>		Application / Interview/Test

	ongoing personal and professional development <ul style="list-style-type: none"> <li>• Personal demeanour and credibility which inspires confidence in customers and colleagues</li> </ul>		
Other requirements			

**Person Specification dated October 2021**