



Job Title: Financial Inclusion Officer
Grade: Y5
Reports To: Financial Inclusion Manager
Number of Reports: Nil

Key job element
<ul style="list-style-type: none"> • Deliver a quality service which efficiently and effectively supports the Income Advice and Collection function. • Manage complex cases on behalf of the income collection team through short team benefit advice and assistance in a trustworthy and supportive environment. • Work in partnership with income collection team to ensure that rental income payments are maximised. • Carry out initial assessments via telephone, office appointment or home visits. • Manage a caseload of customers and ensure details and outcomes are recorded accurately. • Liase with internal and external stakeholders to handle queries relating to welfare reform. • Committed to delivering a service of customer excellence. • Embrace YHN values, standards and organisational goals. • Adherence to and achievement of performance targets within the Income Advice and Collection function. • Work collaboratively with colleagues across the business to ensure the delivery of joined up services. • Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity. • Liaise with internal and external stakeholders and build constructive relationships which make it easier to do business with. • Maintain appropriate professional boundaries. • Undertake any other duties as and when required to support delivery of service.

Person Specification:
This area focuses on skills and knowledge required in the role.
Essential Criteria
<ul style="list-style-type: none"> • Detailed knowledge and experience of current law with regards to welfare benefits and reform. • Sound knowledge and understanding of financial capability and effective approaches. • Ability to provide a none judgmental and empathic service with the ability to deliver unpopular messages when required. • Ability to manage and maintain a large caseload, including digital records, while meeting deadlines. • Good written and verbal communication skills with the ability to deal with customer face to face and on the telephone. • Ability to review legislation and identify how it affects YHN client base. • Suitability to work with vulnerable client group.

- Ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external, to the organisation.

Desirable Criteria

- A background in welfare rights.
- All employees are expected to be flexible within the scope of the role.

*Your Homes Newcastle’s Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

We expect our people to demonstrate the following behaviours:

Be ready - together we’re prepared for anything:

This value is about being “prepared, willing, eager and prompt”.

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we’ll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what’s best
- Prepared to challenge constructively
- Open-minded, tries to say ‘yes’ more than ‘no’
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude