

ROLE PROFILE

POSITION	Welfare Reform Coordinator		
TEAM	Income Management	LOCATION	Coastline House
VERSION	1	LAST UPDATED	October 2018

PURPOSE OF ROLE	<p>To work with customers claiming Universal Credit, providing advice, support and practical assistance.</p> <p>To be responsible for supporting customers to maximise their income and reduce expenditure in order to help sustain their tenancy.</p>
------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

KEY ACCOUNTABILITIES

1. To provide transitional support to customers claiming and migrating onto Universal Credit, until such a time that the customer is able to manage their claim with minimal intervention.
2. To provide benefit and debt advice and make referrals to partner agencies as required.
3. To provide advice and support on budgeting and money management.
4. To triage customers claiming Universal Credit, identifying vulnerabilities and support needs.
5. To provide advice and training to customers in a group setting as part of Coastline's pre-tenancy support (Trigva).
6. To carry out home visits and interviews in the office with customers as required, including those who may be vulnerable or present challenging behavior in line with lone working policy and procedure.
7. To support customers to liaise with creditors and debt collection agencies to address any debts and prevent legal action.
8. To signpost and support applications for grants and financial relief where appropriate.
9. To develop working links with relevant agencies, including Job Centre Plus, representing Coastline at external meetings where required.
10. To work closely with the Community Investment Team to support customers seeking to gain employment.
11. To work closely with the Income Management Team to help prevent customers falling into rent arrears and to assist customers in making payment agreements.
12. To keep comprehensive records of all communication and action taken on housing management IT systems.
13. To have a good working knowledge of legislation in relation to Welfare Reform and Housing.

14. To work towards a number of key performance indicators, working both individually and as part of a team to ensure performance is kept on target.
15. To carry out other duties from time to time, as required.

GENERAL OBLIGATIONS

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues and external agencies.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Income Manager.

CONTACTS

Internal

- Income Management Team, Customer Access Team, Tenancy Management Team, Community Investment Team, Leasehold and Service Charge Team, Lettings Team.
- Board members, all staff, Senior Leadership Team, Executive Team

External

- Customers, by way of letters, visits, emails and telephone calls.
- Contact with the local authority revenues and benefits departments.
- Liaise with other agencies e.g. DWP, CAB, Shelter, Social Services, Cornwall Council, and other partner agencies.
- Represent the Company at meetings with partner agencies and the local authority.

PERSON SPECIFICATION

POSITION	Welfare Reform Coordinator		
TEAM	Income Management	LOCATION	Coastline House
VERSION	1	LAST UPDATED	October 2018

QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • The ability to deal effectively with vulnerable customers and those presenting with challenging behaviour. • Creative thinker. • Ability to work on own initiative. • Pays attention to detail and accuracy. • Highly motivated and willingness to go the extra mile for customers. • Good team player, able to work with and support colleagues. • Takes ownership of personal development and seeks to gain further understanding in new areas. 	
Education & Qualifications:	<ul style="list-style-type: none"> • 5 GCSE's or equivalent at grade C or above. • A high standard of literacy and numeracy. 	
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Experience of providing benefit advice. • Sound knowledge and understanding of Universal Credit. • An awareness of housing legislation. • Knowledge and understanding of equality and diversity. 	<ul style="list-style-type: none"> • Experience of working with Universal Credit claimants. • Experience of working in housing or providing housing related advice.

Job Related skills	<ul style="list-style-type: none"> • Excellent IT skills. • The ability to communicate both verbally and in writing. • Ability to work under pressure and meet deadlines. • Excellent organisational skills and ability to prioritise workload. • Willingness to support, and have a positive relationship with, other team members. • The ability to network and build positive relationships with external agencies. • Experience of delivering face-to-face support or advice. 	<ul style="list-style-type: none"> • Experience of using Microsoft Dynamics CRM system.
Other	<ul style="list-style-type: none"> • The ability to work outside 'office hours' where required and travel for meetings. • Access to a vehicle and possession of a full clean driving licence. • Basic DBS Disclosure satisfactory to the organisation. 	