

JOB PROFILE

POST:	Housing and Financial Abuse Worker
SALARY:	£22,129 - £23,023 (pro rata)
HOURS:	35 per week – shift work on a rota to include evenings to 8pm and weekend working
LINE MANAGER	Senior Housing and Financial Abuse Worker
RESPONSIBLE FOR:	No direct reports
DURATION:	Permanent

JOB PURPOSE:

The post holder will be responsible for the income collection across the refuge estate and for ensuring financial resilience and economic independence amongst service users.

MAIN DUTIES AND RESPONSIBILITIES:

1. Be one of the organisation's lead Welfare Benefits and personal debt advisers, providing support and advice to staff and service users
2. Develop effective key partnerships with relevant local authorities and other agencies to facilitate the best possible service for residents
3. Advocate on behalf of residents and support them to challenge decisions where necessary about their housing status and benefit applications
4. Collect weekly personal charge from refuge residents and deal promptly and appropriately with those who are in arrears
5. Work with residents and staff to complete and submit timely Housing and Welfare Benefit applications ensuring rental income is maximised
6. Facilitate economic independence being mindful that some residents will never before have managed their own money
7. With the Emerge Workers, manage tenancy compliance by dealing with instances of anti-social behaviour and/or criminal behaviour, managing tenancy conditions and taking effective enforcement action, including eviction, where necessary
8. Update the organisation's case management system promptly and in a meaningful manner
9. Take an active part in tenant meetings including house meetings and Voices Groups giving group advice and support where appropriate and necessary
10. With input and support from other staff, develop and deliver age-appropriate personal finance activities to children and young people in service
11. Provide written, verbal and visual reports where necessary, ensuring they are clear, professional and appropriate to the audience
12. Support the organisation to: continuously meet its contractual requirements; defined service standards are maintained; and compliance with all statutory provision, MWA policies and procedures and quality standards such as WAFE and Leading Lights.
13. Maintain awareness of child protection / safeguarding issues and report any such concerns to a manager as a matter of urgency.

GENERAL:

1. To follow confidentiality procedures as required by PTMWA and statutory legislation
2. To identify own training and development needs and participate in all training courses relevant to PTMWA's commitment to providing high quality services
3. To work at all times with due regard to all the policies and procedures of PTMWA, both operational and non-operational, and participate in their development and amendment where required
4. To support awareness raising and fundraising efforts by contributing to, and participating in, publicity fairs and other events that promote and enable sustainability of PTMWA's services
5. To be mobile and work across all areas of the city as required

OTHER:

- This post has been assessed and confirmed as open to women only under the Equality Act 2010, schedule 9, part 1
- This post is subject to an enhanced DBS check which will be carried out immediately on completion of a job offer being made and again every 3 years. Failure to engage in the completion of the relevant DBS application may result in the job offer being withdrawn.
- This job description attempts to cover the main duties of the post but is not intended to provide an exhaustive list of tasks. The postholder is therefore expected to undertake any other reasonable duties within the scope of the role as specified by their line manager.

Organisational values

Our staff, service users and volunteers have contributed to, and developed, a set of values that reflect who we are, what we do and why we do it. We are proud to state we are:

Generous: sharing our skills, creating energetic positive links, and thriving together

Affirming: supporting and inspiring, paying attention to discover what matters

Courageous: challenging inequality, stepping forward and making change

Rooted: secure and participating in our communities, nurturing a sense of belonging

PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
EDUCATION/QUALIFICATION		
A minimum of GCSE or equivalent in English and Mathematics	E	Application Form
EXPERIENCE		
Recent and significant experience of working in a housing management environment	D	Application Form/ Interview
Experience of working with a vulnerable client group	E	Application Form/ Interview
Experience of working in a multi-agency partnership approach	D	Application Form/ Interview
Experience of organising financial advice and training for a vulnerable client group and colleagues	D	Application Form/ Interview
KNOWLEDGE AND UNDERSTANDING		
An understanding of psychologically informed environments and how they benefit people experiencing domestic, including financial, abuse	D	Application Form/ Interview
An excellent knowledge of housing options, welfare benefits and other appropriate support systems	E	Application Form/ Interview
A good level of understanding of the impact of domestic, including financial, abuse on individuals and families	D	Application Form/ Interview
A good level of knowledge and understanding of statutory and legal provision for people experiencing domestic abuse	E	Application Form/ Interview
Good understanding of confidentiality and appropriate personal/professional boundaries.	E	Application Form/ Interview
Understanding and awareness of child protection, vulnerable adults protection and safeguarding.	E	Application Form/ Interview
SKILLS AND ABILITIES		
Proven excellence in verbal and written communication skills	E	Application Form/ Interview
A demonstrably excellent level of numeracy, literacy, report writing and IT skills	E	Application Form/ Interview
A personable outlook to confidently and effectively communicate with a range of people including service users and professionals	E	Application Form/ Interview

An empathy towards service users enabling the provision of client focused services	E	Application Form/ Interview
A team player approach to working effectively with partner agencies to obtain appropriate outcomes for clients	E	Application Form/ Interview
An organised approach to ensure up-to-date and accurate case management records	E	Application Form/ Interview
Ability to work on own initiative and prioritise work in a busy environment	E	Application Form/ Interview
Able to critically assess own performance and reflect on own practice, making changes where necessary	E	Application Form/ Interview
OTHER		
Commitment to equal opportunities and anti-discriminatory practice	E	Application Form/ Interview
Willingness to undertake training and a commitment to continuous personal development	E	Application Form
Willingness to work flexibly and able to travel to different sites and venues	E	Application Form

Post Holder Signature:

Date:

Line Manager Signature:

Date: