

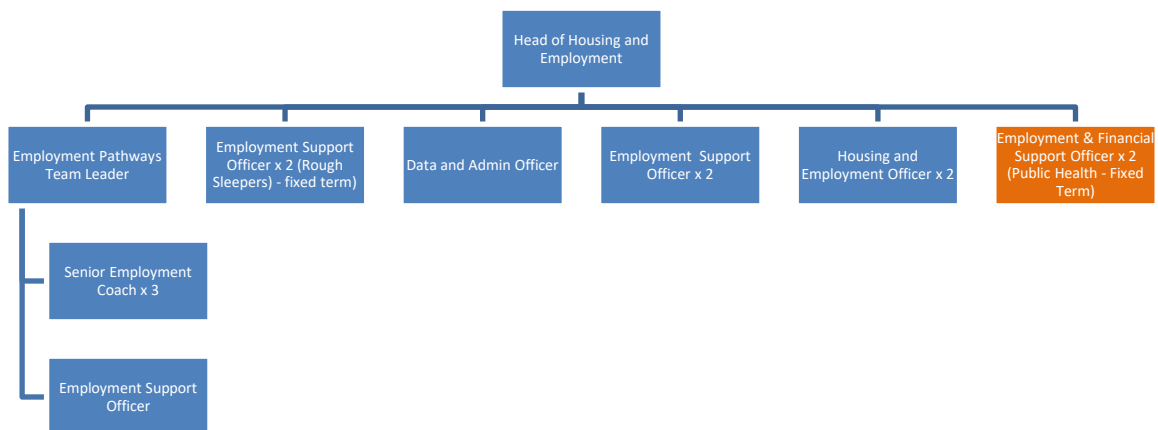
JOB DESCRIPTION

Job Title	Employment and Financial Support Officer
Department	Housing Needs
Section or Service	Housing and Employment
Grade	Grade E

DESIGNATION:

Responsible to:	Head of Housing and Employment
Employees directly supervised (if applicable):	None

Family Tree



1. JOB PURPOSE:

To provide an employment and training, welfare benefits, grants, debt, and budgeting

support service for households living in Kensington and Chelsea and those placed in temporary accommodation outside of the borough.

Identify, contact and support residents who are facing financial difficulty or seeking employment to identify and understand their options and help them to pursue the options that best meet their needs.

Work with internal departments, external partners, and agencies to develop options for residents including to advocate and assist residents to access additional assistance such as housing or health, ensuring they are able to make appropriate decisions based on their individual circumstances.

Deliver one-to-one support and Information, Advice and Guidance to explore what is possible for residents, and to help them access any necessary additional support with local agencies to improve their financial resilience and/or progress into work.

2. DESCRIPTION OF DUTIES:

1. To manage a caseload of residents and support them with employment and training, welfare benefits, grants, debt, and budgeting.
2. Keep up to date with changes in the employability landscape, and legislation and regulation that affect the payment of welfare benefits.
3. To assess individuals' employment, training, and budgeting needs, draw up an individual action plan to identify the steps required to address needs and review at regular intervals.
4. Prepare an income and expenditure analysis to address reduction in welfare benefits, any debt, and budgeting needs, and create personal budget/payment plans for residents affected by any welfare benefit shortfall.
5. Provide one to one support to residents to help them understand and take forward their options regarding securing work and/or increasing their income including exploring benefit cap exemption benefits, appealing benefit decisions, and identifying and applying for grants.
6. Helping residents with job searching, completing application forms, writing CV's and covering letters, as well as to prepare for interviews and other recruitment related assessments.
7. Provide practical assistance by helping residents where necessary to complete welfare benefit applications, deal with correspondence and apply for backdated welfare benefits and Discretionary Housing Payments.
8. Forge meaningful relationships with internal departments and external agencies and refer residents to these agencies for additional support and liaising regularly with these services to gain updates and outcomes on clients, as well as address any issues.
9. Follow up and record all outcomes from interactions with residents and other services and maintain accurate administrative and database records of all activity. To compile and produce monthly performance indicators.

10. To work closely with colleagues to achieve objectives of the service and coordinate support, operating a referral and regular reporting process to update on progress.
 11. To maintain contact with residents to track the support services accessed with partners, as well as outcomes for each person such as those that are securing work or welfare benefits. Following up with clients that do not engage with partner services.
 12. To attend meetings within housing teams and other internal and external services as required.
 13. To assist residents with better off calculations to determine how much financially better off they will be in work and helping those that secure work or increase their income to update relevant Council departments and external agencies where necessary.
 14. To write reports, keep confidential records and provide statistical information as required.
 15. To work in accordance with relevant Council's policies and procedures including Equal Opportunities and Safeguarding Adults and Children responsibilities.
 16. Carry out any other duties as assigned and deemed commensurate with the grade and overall responsibility of the post.
 17. Have a flexible approach to working hours, including evenings and occasional weekend work where necessary.
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SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Employment and Financial Support Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: N/A
C	Skills; Experience and Attitude Essential: - Effective numerical, written, and verbal communication and presentation skills, and administrative experience including record keeping on databases, drafting reports, letters and emails to a good standard. - Ability to work within a multi-disciplinary team, with a variety of statutory and voluntary agencies and ability to acquire comprehensive local knowledge. - Working knowledge of issues and barriers to employment affecting diverse communities and type of support available to help individuals into work. - Working knowledge of the Welfare Benefits provision and income maximisation, and supporting residents with applications for benefits and grants.

	• Experience of managing a caseload of clients and providing practical support. • Ability to develop and maintain effective relationships with residents and agencies, work collaboratively and be aware of professional boundaries at all times. • High level of IT skills, including maintaining databases of information. • Ability to assess skills need and barriers to securing work or progressing in work and develop support and action plans to meet residents needs. • Able to motivate and coach to inspire change in people's outlook. • Able to offer information, advice and guidance to residents and establish local contacts. • Ability to relate to a wide range of residents including those from different cultures and religious backgrounds and work in a non-judgmental way. • Demonstrates excellent organisation & planning skills.
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us.

	The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.