**JOB DESCRIPTION**

**CHILD AND ADULT SERVICES DEPARTMENT**

**JOB TITLE:** WELFARE SUPPORT OFFICER

**DIVISION:** PREVENTION, SAFEGUARDING AND SPECIALIST SERVICES

**GRADE:** BAND 8

**RESPONSIBLE TO:** BUSINESS SUPPORT OFFICER – CHILDCARE AND WELFARE

**POST REFERENCE:**  107252

**Purpose of Post**

* To deliver the Discretionary Housing Payment service
* To deliver the Local Welfare Support service
* To deliver the Greggs Foundation grant
* To ensure service users are claiming all benefits and entitlements that they are entitled to, offering money management advice where appropriate

**Key Relationships**

Revenues and Benefits Service

Housing Advice and Homelessness Team

Department of Work and Pensions

Voluntary and Community Sector

**Main Duties and Responsibilities**

1. To deliver the Discretionary Housing Payment, Local Welfare Support and Greggs Foundation grants following locally agreed procedures. Making day to day decisions on what awards a resident is entitled to.
2. Ensuring support is given to those applicants that are most vulnerable offering advice and guidance and signposting them to alternative service providers where appropriate.
3. To ensure all residents and service users that come into contact with The Children’s Hub are offered income maximisation advice (where appropriate) including claiming all benefits they are entitled to.

1. Mitigating the impact of poverty on service users by supporting claims for relevant benefits and entitlements, offering money management advice and debt referral where appropriate.
2. Negotiate and advocate on behalf of service users with relevant agencies that can offer support / services eg JC+, DWP, UC.
3. Co-ordinating access to the town foodbank and other sources of ‘free food’ for vulnerable residents that are in immediate crisis. Supporting the free food network that is in operation throughout the town.
4. Working in collaboration with other council departments, the public, private and voluntary sector to ensure vulnerable residents are offered help when they need it most.
5. Work with the Housing Advice Team and other appropriate professionals to support families at risk of eviction preventing homelessness wherever possible.
6. Offering a sensitive, confidential service to residents being mindful of the many vulnerabilities that service users might have.
7. Keeping accurate records using bespoke ICT systems so that a clear audit and decision making trail is evident in any awards that are made to residents.
8. Managing a caseload of service users from application through to decision making and final award over a period of several days/ weeks.
9. Supporting the supervisor with suggestions and amendments to the approved delivery frameworks to improve the service and make it even better.
10. Supporting the supervisor to make day to say changes to service delivery so that it is current, effective and fit for purpose.

12. Any other duties of a related nature, which might reasonably be required and

allocated by the Head of Service.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 01.07.2019