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JOB ADVERT

Welfare Benefits and Housing Advisor

# Job Title: Welfare Benefits and Housing Advisor

**Salary:** NJC SCP 11 – 17 currently £27,693-30,484 per annum inclusive of Inner London Weighting. Based on

**Hours:** 37.5 hours a week (Role may require flexible working)

**Contract: Until August 2024 (Extension pending funding)**

**Accountable to:** Services Manager – Mental Health Services

**Supervised by:** Advice and Engagement Coordinator

**Location:** Head office in Tower Hamlets, E3 4DA

**Closing Date:** 9am Friday 13th October 2023

**Interviews:** Week commencing 30th October 2023

**Job description**

Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) have been commissioned to deliver the Information and Co-Production – Connecting Communities service which is an element of the larger Mental Health and Wellbeing Service in Tower Hamlets.

The post holder will work under a Governance structure with Hestia: 1:1 Support; Working Well Trust: Work Hub and ELFT: Recovery College. Our service model will ensure that people can access the “right support at the right time” and will be the first point of contact for people living with mental health in the Borough.

**Purpose of the role**

The post holder will be committed to supporting our clients through their recovery and developing greater resilience and wellbeing. This role will offer a personalised approach to accessing welfare and housing related advice and information, through casework, workshops and advice surgeries.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

**Role Specific**

* 1:1 Case management providing advice and support on welfare and housing matters for those with mental health needs
* Ensure that clients are receiving their correct entitlement to benefits
* Refer clients to statutory, legal or advice agencies where appropriate
* Facilitate and deliver workshops and group based sessions related to welfare benefits
* Work with the Connecting Communities navigators to deal with enquiries and referrals
* Connect people to mainstream services and other local mental health providers
* Maintain and keep accurate and up to date casework records
* Monitor the activity of the service and produce quarterly monitoring reports
* Support the service to develop and grow through volunteering opportunities, partnership working and contribute to funding applications
* keep well informed of relevant legislation and local and national service developments in relation to welfare benefits, housing and debt.
* Ensure the project meets all targets and monitoring deadlines

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and

Values, Equality, Diversity and Inclusive principles and all organisational policies.

* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Other than where central administrative support is available, to be administratively self-servicing.

**You must have:**

* Attained a minimum Level 3 in Health and Social Care or equivalent
* Demonstrable experience of giving information and advice in welfare benefits and housing rights.
* Experience of working within advice work protocols such as confidentiality, record keeping and case note recording in line with GDPR
* Experience of managing, supporting and training volunteers
* Experience of delivering workshops and presentations to a variety of audiences.
* Demonstrate the ability to work as part of a team in a diverse environment
* Competent IT skills including Word, Excel and Internet including database systems
* Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices.

**Desirable:**

* Knowledge of housing and homelessness legislation, rights and policies (i.e. Homelessness/Housing act).
* A qualification in Information, Advice and Guidance or a similar equivalent

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Description automatically generatedThe benefits of working for the organisation include 28 days annual leave + Public Holidays, Development and Growth opportunities, Company Pension Scheme and an Employee Assistance Programme.

Post is subject to an enhanced Disclosure Barring Service check and Right to Work Checks.

As an anti-racist, anti-discriminatory and inclusive organisation, we strongly welcome applications from all sectors of the community.

To apply please send your CV together with a cover letter stating why you wish to apply and how you meet the role requirements and email to [recruitment@mindthnr.org.uk](mailto:recruitment@mindthnr.org.uk)