

Role Title	Income Maximisation Officer
Job Family	Housing Solutions
Competency Level	Officer
Pay Range / Scale	PO1

Purpose

Waltham Forest Council is focused on providing a new holistic strength-based approach for homelessness prevention. The income maximisation officer will be part of a Housing Sustainment Team, aimed at helping residents at risk of homelessness to find and stay in stable accommodation. They will work in the community with those residents to maximise their income and support them to secure stable housing.

They will be in charge of providing up-to-date information on ways for residents to increase their income, including advice on benefits claims, tax credits, grants, allowances, and on general financial support offered by the Council and other partner agencies.

Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or	Changes to systems, policies and / or procedures are identified and recommended.

<p>standards within area of responsibility.</p>	<p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>

potential hazards or unsafe practices to line manager.	
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Job Specific Accountabilities:	End Results/ Outcomes
Identification of residents who need income maximisation support, through pro-active work with other services to encourage referrals, use of a data analytics software, and in-person presence in community settings.	Residents in need of income maximisation support, especially because they are at risk of homelessness, are identified and effectively supported.
Maximise income for residents at risk of losing their home through visiting, interviewing and undertaking recommended actions, and providing appropriate advice and assistance.	<p>Deliver targeted, advice, assistance and support to families at risk of homelessness. Help them establish eligibility and support available to them.</p> <p>Support to access, navigate, and coordinate services, where required.</p> <p>Residents are supported to increase their income and to secure benefits and additional funding depending on eligibility.</p>
To develop, initiate and sustain relationships with voluntary and statutory organisations that assist customers in terms of managing money and paying, for example, the DWP, CAB, Housing Benefits, Budget Advice, Credit Unions etc.	<p>Vital relationships with partner agencies are maintained for the benefit of the customer.</p> <p>Support is identified and provided by the relevant organisation quickly resulting in sustained tenancies.</p>
Assist families to develop and utilise personal and local community networks to develop practical solutions to meet their goals and needs.	<p>Work to develop and support informal strong and enduring personal relationships within the community to improve opportunities for contribution, participation, employment.</p> <p>Be aware of access to resources, supports and services in local communities.</p>
Keep up-to-date with changing legislation relating to income and welfare benefits/reform and to be able to convey this to the public in a well informed and professional manner.	Well informed (expert) and knowledgeable income service provision.
Nature of Contacts	Key contacts are Senior Managers across the Council, other officers, and external agencies and organisations providing advice and support.

The role will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Reports to: Housing Sustainment Manager

Resourcing

Budget Responsibilities: n/a

Knowledge, Skills and Experience

1. EXPERIENCE, direct work experience, other relevant experience.

- Experience of working alongside and supporting individuals and families from a variety of backgrounds and with varying abilities, strengths and needs.
- Experience of providing advice on income maximisation and welfare rights, especially in a housing context.
- Experience of managing complex casework.
- Experience of working in and with communities.

2. KNOWLEDGE, without which the job cannot be done effectively.

- Knowledge of the administration of social security benefits and tax credit legislation, including challenges and appeals
- Knowledge of IT systems, including ability to use word processing, emails, and the internet to create simple plans and reports

3. SKILLS & ABILITIES

- Ability to listen, empathise with people and provide person-centered support in a non-judgmental way
- Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders
- Ability to identify risk and assess/manage risk when working with individuals
- Ability to provide accurate information about benefits and tax credits in plain English, orally and in writing, to Council staff, staff in partner agencies and the public
- Able to adopt an asset-based approach, building on existing community and personal assets
- Able to set goals, manage own work and a variety of tasks and competing priorities, use initiative and exercise judgment.
- Skills and experience in influencing, managing and supporting change at the individual, family, community and systems levels
- Ability to record and present complex issues in a clear and concise manner both verbally and written.
- Able to identify and respond to potential safeguarding situations, maintaining effective longer-term support.

Indicative Qualifications

5 GCSE's or equivalent qualifications including Maths and English

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.