



JIGSAW HOMES GROUP LIMITED

BENEFITS AND JOB DETAILS

Position:	Welfare Advice Officer (Please Quote Ref JIG - 197 on the application form)
Employer:	Jigsaw Homes Group
Location:	Turner House, 56 King Street, Leigh WN7 4LJ Or Baker House, 542 Oldham Road, Miles Platting Manchester, M40 8BS (Option to work from home up to 50% of the week on completion of probationary period)
Salary:	£32,352 - £35,996 per annum. Salary Band I
Hours:	35 flexible hours per week between the hours of 7.00am & 7.00pm, Monday to Friday Or 35 compressed hours per week between the hours of 7.00am & 7.00pm over 4 days.
Status:	Fixed Term for 12 months maternity cover, subject to probation period
Holidays:	27 working days per annum (5 day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Closing date for applications:	Friday 10th December 2021
Provisional interview date:	To be confirmed
Commencement date:	As soon as possible
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Further information about the disclosure can be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believe diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.
Application to be returned to:	People Team Recruitment@jigsawhomes.org.uk

JOB DESCRIPTION

WELFARE ADVICE OFFICER

Job:	Welfare Benefit Advisor
Department:	Finance
Located at:	Turner House, Leigh
Hour of work:	35 flexible hours per week between the hours of 7.00am & 7.00pm, Monday to Friday Or 35 compressed hours per week between the hours of 7.00am & 7.00pm over 4 days.
Responsible to:	Money Advice Supervisor
Responsible for:	N/A
Overall aim of the job:	Assist residents to maximise their incomes and provide them with advice, support and assistance to enhance their financial circumstances and well being

MAIN TASKS OR ACTIVITIES

1. To contribute towards the development of a culture which is customer focused, committed to securing best value and to providing high standard services.
2. To act in accordance with Health and Safety policies and supporting procedures and to comply with all other statutory regulations and other legal requirements.
3. To adopt a co-ordinated and pro-active approach to working.
4. To practice and promote effective communications, both internally and externally.
5. To advise referrals on welfare benefit and debt related matters to improve their financial wellbeing and reduce the risk of rent arrears
6. To identify customers with additional needs and give practical support and guidance, liaising with and signposting to other agencies, where necessary to facilitate support that will deliver the most appropriate resolution to their individual circumstances.
7. To be a pro-active member of the Money Advice Team by assisting the continual improvement of the service and support colleagues from other internal departments.
8. To continually seek to improve and develop your own skills and keep abreast of the continually changing announcements relating to Welfare Reform.
9. To support referrals in making applications for welfare benefits
10. To prepare for and represent referrals in challenging DWP decisions either not to award claims, or to sanction existing claims, up to and including attendance at Tribunal hearings.
11. To fully utilise the Discretionary Housing Payment scheme across all local authorities
12. To assist in maximising referrals' disposal income and agree rent payment plans,
13. To maximise the use of trust funds to tackle debt
14. To ensure casework is kept regularly updated on the corporate systems
15. To represent the Group at various strategic and external partnership meetings
16. When required to deliver in-house training sessions making staff and residents aware of Welfare Reform changes,

17. Follow all Group policies and procedures, and statutory legislation/guidance, in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
18. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
19. Carry out any duty which may be, from time to time, requested by the Assistant Director of Income and Leasehold, Director of Finance, Group Directors or Chief Executive, commensurate with the position.

**PERSON SPECIFICATION
WELFARE BENEFIT ADVISOR**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
4 GCSE's passes at Grade C or above (or equivalent), including English and Maths	E	Application Form/Certificate
<u>SKILLS/EXPERIENCE</u>		
Experience of working in welfare rights	E	Application Form/Interview
Extensive knowledge of benefits and debt management	E	Application Form/Interview
A strong understanding of Welfare Reform and the impact on Registered Providers	E	Application Form/Interview
Ability to liaise with local partners, including DWP and Local Authorities	E	Application Form/Interview
Experience of advocacy on behalf of tenants	E	Application Form/Interview
Knowledge of rent arrears procedures and policies	E	Application Form/Interview
Ability to maintain accurate and up to date information records and reports	E	Application Form/Interview
Ability and Experience of working with Information Technology Systems	E	Application Form/Interview
Experience of making mandatory reconsiderations, and applying to and presenting appeal cases to the Tribunal Service	D	Application Form/Interview
<u>COMPETANCIES</u>		
Ability to organise your own schedule, prioritise workload and work to meet deadlines	E	Application Form/Interview
Is aware of own team contribution to the company vision. Understands the organisational goals and keeps up to date with changes.	E	Application Form
Demonstrates willingness and ability to change. Uses ideas to make positive difference to the way things are done.	E	Application Form / Interview
Contributes to the development of an effective team. Sets a good personal example and is consistent with everyone.	E	Application Form / Interview
Excellent written and oral communication skills.	E	Application Form / Interview
Able to work on own initiative	E	Interview
Enthusiastic, committed, organised and motivated.	E	Interview
Full UK Driving Licence and access to own vehicle	E	Application Form

DISCLOSURE BARRING SERVICE INFORMATION

WELFARE BENEFIT ADVISOR

GENERAL DISCLOSURE INFORMATION:

The provisionally selected successful applicant for the post will be asked to apply for a Standard Disclosure from the Disclosure Barring Service.

A copy of the Disclosure Barring Service' Code of Practice, which Jigsaw Homes is committed to, is available on request.

As Jigsaw Homes meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

SHOULD YOU DECLARE A CRIMINAL RECORD? (PAGE 4 EMPLOYMENT APPLICATION FORM):

*The post for which you are applying involves access to vulnerable people and/or children. It is therefore exempt from the provision of the Rehabilitation of Offenders Act 1974. You are therefore NOT entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any convictions, conditional discharges, bound overs, or cautions, reprimands or final warnings, will not automatically disqualify you from employment but any failure to disclose such information could result in dismissal.

A criminal record will not necessarily be a bar to obtaining a position. This information will be used only to assess the applicant's suitability for employment, in so far as it is relevant, and Adactus Housing will consider persons with a criminal record on merit and ability and not discriminated against unfairly.

DISCLOSURE BARRING SERVICE POLICY STATEMENT

General principles:

As an organisation using the Disclosure Barring Service to help assess the suitability of applicants for positions of trust, Adactus Housing complies fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access:

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling:

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage:

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

<p>Disposal:</p>	<p>Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.</p>
<p>Acting as an Umbrella Body:</p>	<p>Before acting as an Umbrella Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.</p>
<p>Recruitment of ex-offenders:</p>	<p>As an organisation using the Disclosure Barring Service to assess applicants' suitability for positions of trust, Adactus Housing complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.</p> <p>Jigsaw Homes is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.</p> <p>This policy on the recruitment of ex-offenders, is made available to all Disclosure applicants at the outset of the recruitment process.</p> <p>We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.</p> <p>A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.</p> <p>Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential, cover to a designated person within Jigsaw Homes and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.</p> <p>Unless the nature of the position allows Jigsaw Homes to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.</p> <p>We ensure that all those in Jigsaw Homes who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.</p>
<p>Recruitment of ex-offenders - continued:</p>	<p>At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.</p>

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the persona seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.
