

**ROLE DESCRIPTION: Welfare and Safeguarding Officer**

Reports to: Head of Housing

Responsible for: N/A

**Role purpose:**

The role forms part of the housing service delivery team. It has responsibility to:

- Provide a key operational role in delivering financial inclusion strategies, offering high quality advice and support for our customers who are facing housing, welfare benefits and debt related issues;
- Provide a thorough risk assessment and response to people subject to safeguarding concerns and those at risk of harm and record and monitor all actions;
- Work as part of a flexible, integrated service delivery team to deliver high quality services;
- Manage own caseload, following procedures and working with colleagues to achieve performance targets;
- Work collaboratively with local community groups and agencies with the aim of identifying and tackling common housing and welfare barriers.
- Demonstrating the values and desired behaviours of IDS;
- Helping ensure a safe office environment and data protection is at the heart of what we do.

**Key responsibilities:**

- To work with and through Estate Managers and Rental Income Officers, supporting them to provide assistance to vulnerable households;
- Identify and commission training needs for staff;
- Build new partnerships with local authorities, other housing providers and other agencies as required;
- Represent IDS appropriately at multi-disciplinary agency meetings in relation to safeguarding concerns;
- To signpost and refer customers to external agencies to enable access appropriate services, for example legal representation and intensive support where necessary;
- To be a first point of contact for our customers who have any additional support needs in relation to their welfare or tenancy sustainability;
- Provide tailored support to customers who need additional assistance and offer full advice, support or guidance, focusing on income maximisation and tenancy sustainment;
- Devise or contribute to welfare/tenancy sustainability strategies etc;
- Develop appropriate support plans and risk assessments as required;
- Ensure case details and evaluations are recorded accurately and punctually;
- Make necessary referrals to adult and child services in order to safeguard residents;
- Identify key agencies, groups and resources for residents;
- Support the Rental Income Officers by identifying the potential impact of benefit changes for residents and leading on implementing responses to mitigate the impact on the organisation's income;

## Additional Information

1. To always promote the values of IDS and demonstrate a high level of commitment to diversity and inclusion.
2. To ensure the principle of confidentiality and the requirements of the Data Protection Act and GDPR are fully applied to the work of IDS.
3. To actively promote Health and Safety in all aspects of your duties relating to colleagues, customers, contractors/ consultants, and external agencies.
4. To be aware of risk in the area of business for which the role holder is responsible and to report any risk to the appropriate person in accordance with risk management.

### Please note

This is the description of the job as it is constituted at the date shown. It cannot cover every issue or task that may arise within the post at various times and the postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

IDS reserves the right to periodically review the job profiles in line with strategic organisational aims. This will be conducted by the appropriate line manager in consultation with the postholder with aim of reaching agreement where possible.

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise.

### Values

The Industrial Dwellings Society have identified 3 key behaviours and values which should be demonstrated by all IDS employees.

**Trust** acting as **One Team** being **Agile**

<b>PERSON SPECIFICATION: Welfare and Safeguarding Officer</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Knowledge &amp; experience in safeguarding, having worked in a similar role or alongside Local Authorities Safeguarding Adults &amp; Safeguarding Children partnerships delivering excellent customer services.</li> <li>• Experience of effective multiagency working and case load management.</li> <li>• Experience of working with vulnerable people and or people with multiple or complex needs;</li> <li>• Experience of consulting with other professionals, service users, advocates, and carers.</li> <li>• Excellent knowledge of Welfare Reform Act, Housing Benefit, DWP benefits, the Tax Credit system, Personal Independence Payments, Discretionary Housing Payments and other benefits and welfare services;</li> <li>• Working within a collaborative team environment to deliver solutions;</li> <li>• Experience of using a range of IT tools to carry out work, including case management systems and Microsoft Office applications;</li> <li>• Sound knowledge and understanding of safeguarding adult and children procedures.</li> <li>• Experience of building and maintaining positive and effective working relationships with colleagues, customers and multi-agency partners.</li> <li>• Must have Investigative and conflict resolution skills</li> <li>• Ability to write clear, factual, and accurate reports</li> <li>• Ability to gather and analyse complex information</li> <li>• Ability to work effectively whilst under pressure</li> <li>• Ability to make evidence-based decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Essential car user</li> </ul>