

## JOB DESCRIPTION

<b>Job Title:</b>	Welfare Rights Officer
<b>Employer:</b>	Harbour Homes
<b>Responsible To:</b>	Tenant Advice Team Leader
<b>Responsible For:</b>	N/A
<b>JD Last Reviewed</b>	March 2026
<b>JD Last Evaluated</b>	March 2026

### Key Metrics

- *No line management responsibility*
- *No budget management responsibility*

### Job Purpose

*Responsible for providing specialist welfare benefits advice and advocacy to tenants to maximise income and support tenancy sustainment.*

*This role supports service delivery through casework, customer engagement and partnership working to improve financial outcomes and reduce risk of tenancy failure.*

### CORE AREAS OF WORK & KEY ACCOUNTABILITIES/RESPONSIBILITIES

<b>Core Area of Work</b>	<b>Key Accountabilities/Responsibilities</b> (you will be held accountable for)
<b>Welfare Advice and Casework</b>	<p>Provide accurate welfare benefits advice and guidance to tenants to maximise income and support tenancy sustainment</p> <p>Carry out benefit entitlement checks and assessments to ensure accurate benefit awards and income maximisation</p> <p>Maintain up to date knowledge of welfare legislation and regulatory changes to ensure accurate and compliant advice</p> <p>Liaise with housing and support teams to address tenancy and arrears issues</p>

# HARBOUR

## HOMES

Core Area of Work	Key Accountabilities/Responsibilities (you will be held accountable for)
<p><b>Appeals and Advocacy</b></p>	<p>Act as advocate for tenants in appeals against benefit decisions to support successful outcomes</p> <p>Prepare and present cases to support successful outcomes</p> <p>Support tenants through appeal processes and related procedures to ensure effective case progression and outcomes</p>
<p><b>Governance and Compliance</b></p>	<p>Apply organisational policies and procedures within service delivery to ensure compliance</p> <p>Maintain confidentiality and manage information in line with requirements to maintain data protection standards</p> <p>Apply health and safety procedures to maintain safe working practices</p> <p>Promote organisational values and maintain behaviour aligned with organisational standards</p>
<p><b>Service Support</b></p>	<p>Promote the service to customers and external agencies to increase awareness and access to support</p> <p>Maintain accurate case records and information in line with procedures to ensure data accuracy and compliance</p> <p>Produce reports on activity, outcomes and performance to support service monitoring</p> <p>Support delivery of a high quality customer focused service to ensure a positive experience</p> <p>Build and maintain effective relationships with internal teams and external partners to support delivery</p> <p>Participate in partnership working, resolving issues to improve service delivery</p> <p>Represent the organisation at meetings, forums and networks to support partnership working</p>

# HARBOUR

## HOMES

<b>Core Area of Work</b>	<b>Key Accountabilities/Responsibilities</b> (you will be held accountable for)
	Support tenant and customer participation to improve services
<b>Team Support</b>	Undertake any other duties as reasonably required to support the organisation.

### Key contacts/Stakeholder Management

**Internal:** Tenant Advice Service, Housing Teams, Customer Contact Centre  
**External:** DWP, Advice Agencies, Tribunal Services, Community Organisations

PERSON SPECIFICATION	E	D
<b>Education and Qualification</b> SCQF Level 6 qualification, or equivalent experience.	x	
<b>Experience</b> Demonstrable experience of working in a welfare rights or benefits advice role  Demonstrable experience of supporting customers with benefit claims and appeals  Demonstrable experience of managing cases and maintaining records	x  x  x	
<b>Knowledge</b> Detailed understanding of welfare benefits and welfare reform  Detailed understanding of benefits processes and entitlement  Understanding of policies and procedures within housing services	x  x	   x
<b>Skills</b> Developed communication and interpersonal skills to support customer engagement  Developed organisational skills to manage workload and priorities  Developed analytical skills to assess benefit entitlement and cases  Developed problem solving skills to support customer outcomes	x  x  x  x	

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HOMES

PERSON SPECIFICATION	E	D
Developed skill in CRM systems		x
<b>Additional requirements</b> None		