



GOVANHILL HOUSING ASSOCIATION

FINANCIAL WELLBEING CO-ORDINATOR

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Financial Wellbeing Co-ordinator.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website and publications
- The Job Description and Person Specification
- A brief summary of the terms and conditions of the post
- Staff structures

The job Application Form is available as a separate Microsoft Word file which you may complete electronically.

Please note that the closing date for applications is Monday 30th May at 10.00 a.m.

If you require further information regarding the Association or the position advertised, please do not hesitate in contacting Alison Kevan, Head of Corporate Services & HR on 0141 636 3625 or by email:

akevan@govanhillha.org

Thank you.

Alison Kevan
Head of Corporate Services & HR
akevan@govanhillha.org

1. Background

- 1.1 Govanhill Housing Association was formed in 1975 and is a Registered Social Landlord which operates within a Group Structure.
- 1.2 The Association owns 2,800 tenanted units and is factor to 1,500 owners.
- 1.3 The Association has a Management Committee and has four sub committees:
 - Development & Property Services
 - Tenancy Services
 - Finance & General Purposes
 - Audit & Risk
- 1.4 The Association's Wider-Role activities are provided via the Association's wholly owned, non-charitable subsidiary, Govanhill Community Development Trust, which also owns and manages a portfolio of commercial properties.
- 1.5 The Association operates from our offices at Samaritan House, part of the former Royal Samaritan Hospital which was refurbished by the Association in 2006.

2. Staffing

- 2.1 The Association's current staffing structure involves 82 (full time equivalent) staff deployed as follows :
 - Director
 - Senior Management Team –
 - Head of Corporate Services & HR
 - Head of Development and Property Services
 - Head of Finance & ICT
 - Head of Tenancy Services
 - Corporate Services & HR Team
 - Development & Property Services Team
 - Finance & ICT Team
 - Tenancy Services Team

 - Govanhill Community Development Trust



Govanhill Community Development Trust was established in 1991. It is a company limited by shares with all shares held by its parent, Govanhill Housing Association. The Trust has two main purposes:

1. To provide social, economic and environmental benefits for the Govanhill community

The Trust acts as the community regeneration, development and support arm for Govanhill Housing Association. The Trust has a wider role within the community working closely with the Association and delivers a wide range of activities. These include:

- Promoting Govanhill as a place to live, work and do business
- Supporting the development of local people's employability
- Promoting and supporting local volunteering
- Supporting local people to develop their language and literacy skills
- Family supports, including access to wider services and raising awareness of rights and entitlements
- Supporting social enterprise development
- Improving the local environment
- Community gardening and growing
- Community empowerment and engagement
- Promoting community cohesion and integration

2. The letting and management of a significant portfolio of workspaces

The Trust has progressively expanded its role in providing workspace and office accommodation. In doing so, the Trust has supported local economic development. We have a range of tenants including private businesses, community organisations, social enterprises, entrepreneurs and others. This role has protected a number of local buildings and provides an income that can be used to support the Trust's wider purposes.



FINANCIAL WELLBEING CO-ORDINATOR

EVH GRADE 8 (Spinal points PA28-31)
£41,884 - £45,315 p.a.

Govanhill Housing Association provides a comprehensive range of services focused on the needs of tenants and owner occupiers in the Govanhill and Merrylee communities. We carry out acquisition and improvement of tenemental stock as well as delivering a new build programme. We work closely with our subsidiary company, Govanhill Community Development Trust, whose community development and regeneration services complement our own role as a social landlord.

We are seeking to appoint an experienced individual to join our Tenancy Services Team and lead a team that specialises on welfare rights matters. As Financial Wellbeing Co-ordinator you will manage a team of staff and lead, motivate, and inspire them to deliver outstanding performance and value for money services. You will be focused on providing assistance and information to ensure tenants and residents understand entitlement to welfare benefits and get the assistance they need to maximise their income.

You will develop and deliver our wider financial inclusion objectives; working alongside other teams to support income maximisation including to reduce/prevent rent arrears, supporting the sustainment of tenancies and challenging poverty.

It is expected that the post holder will be experienced in all aspects of welfare/benefits and appeal tribunals.

You will be an excellent communicator and have an ability to deal with people from a variety of backgrounds explaining complex benefit related matters to customers in an easy to understand manner.

If you share our commitment to providing excellent services to our customers in Govanhill and Merrylee and would enjoy working within this diverse community, you can find further information in the Application Pack which can be obtained from **our website:** www.govanhillha.org or contact:



GOVANHILL HOUSING ASSOCIATION, Samaritan House, 79 Coplaw Street, Glasgow G42 7JG

Telephone: 0141- 636 3626 **Email:** recruitment@govanhillha.org

Closing date: Monday 30th May 2022

Interview Date: Tuesday 14th June 2022



EVH conditions of service will apply.

Govanhill Housing Association is committed to Equality of Opportunities and welcomes applications from all sections of the community.

Job Description

Job Title	Financial Wellbeing Co-ordinator
Section	Tenancy Services
Grade	8
Date Reviewed	May 2022

1. Main Objectives of Post

- 1.1 To lead and manage a team of staff delivering a high-quality Welfare Rights Service to all our tenants.
- 1.2 To work as part of a multi-disciplinary team supporting residents in relation to maximising income, welfare/benefits entitlement, energy use and financial management and literacy.
- 1.3 To work closely with colleagues in the Rent Team to ensure customers that need assistance receive this in a timely manner.
- 1.4 To participate in the review, development and implementation of policies and procedures to enhance service delivery and improve performance
- 1.5 To agree, monitor and deliver key performance indicators for the team and with the Tenancy Services Manager agree KPIs across the department.
- 1.6 To ensure adherence to all statutory and regulatory requirements.

2. Accountability

- 2.1 To the Tenancy Services Manager on a day-to-day basis.

3. Welfare benefits service

- 3.1 To lead on the delivery of a comprehensive welfare benefits service.
- 3.2 To hold surgeries and undertake casework on an individual and group basis to facilitate the uptake of benefit.
- 3.3 To develop appropriate marketing campaigns responsive to the needs of the diverse communities involved and to target groups who might fail to receive appropriate benefits.
- 3.4 To monitor and review client progress and take appropriate action using IT systems like Capita, Mobysoft Rent Sense and Advice Pro.
- 3.5 To develop effective liaison with key agencies such as the Benefits Agency, Job Centre's and the Local Authority and establish contact with a wide range of local organisations.
- 3.6 To take an active role in policy and procedural development to ensure a 'best practice' approach within the Association.
- 3.7 To prepare committee reports and attend meetings as required to present information.

4. Tribunals and formal submissions

- 4.1 To represent tenants at Social Security and Child Support First and Upper Tier Tribunal hearings.
- 4.2 To investigate decisions made by central and local Government, identify and analyse relevant legislation and caselaw in order to build a case to support appeal.
- 4.3 To prepare and submit written submissions to present in person to judiciary
- 4.4 To liaise, mediate and negotiate on behalf of tenant in relation to benefit disputes and mandatory reconsiderations and appeals.

5. Staff Management & Development

- 5.1 As line manager for a team of staff you will manage, train and support staff in the delivery of customer focused services which are designed and delivered consistently to achieve innovative and excellent service delivery.
- 5.2 To manage and motivate staff within the team; reviewing workload regularly and reallocating as required.
- 5.3 To be responsible for regular ongoing supervision and support meetings with team members including the timeous completion of annual reviews.
- 5.4 To support the Tenancy Services Manager in ensuring all staff within the section are trained to a high standard and to provide appropriate training to staff and committee members in relation to changes in Housing Benefit or Social Security legislation and their effect on the Association.
- 5.5 To encourage a workplace culture that focusses on customer needs and working together as a team.

6. Administration & Reporting

- 6.1 To ensure accurate records are kept at all times in accordance with confidentiality and GDPR requirements
- 6.2 To carry out regular audits of processes within the team to ensure all team members are working to the same processes and equitable treatment of all customers is assured.

7. Health and Safety

- 7.1 To ensure all Health & Safety obligations are met so far as they apply to the section.

8. Information and Confidentiality

- 8.1 To ensure all staff respond appropriately to the Association's Complaints policy, General Data Protection Regulations, Environmental Information Regulations and Freedom of Information legislation in line with legal and policy requirements as relevant to customers, contractors, staff and committee.
- 8.2 To ensure that any requests for information are responded to within timescales and appropriate information shared. To maintain confidentiality at all times.
- 8.3 To ensure all relevant enquiries (e.g. Councillors, MSPs) are dealt with within agreed timescales and responses saved appropriately
- 8.4 With the Tenancy Services Manager if required, agree and implement any learning points from complaints and discuss at team meetings.

9. Audit

- 9.1 To support and respond to internal and external audit and requirements from the Scottish Housing Regulator including the completion of the relevant sections of the annual statistical return – ARC, Assurance statement and Charter report.
- 9.2 To support the Tenancy Services Manager with any internal and external audits, meeting with auditors, responding to queries, commenting on draft audit reports and implementing action plans as required.

10. Equal Opportunities

- 10.1 To ensure processes within the team fully comply with Equal Opportunities legislation and best practice seeking assistance as required
- 10.2 To provide advice and assistance on the development of Equalities and Privacy Impact assessments as required.
- 10.3 To ensure when line managing staff that account is taken of relevant employment legislation seeking advice as required

11. Other Duties

- 11.1 To work with other sections and colleagues as and when required to ensure a full service is delivered to customers.
- 11.2 To support the planning and delivery of tenancy service wide initiatives e.g. cash for kids, festive events or tenants conference.
- 11.3 To attend meetings including those out-with normal office hours as required.
- 11.4 To attend Management Committee and other Committee Meetings as required.
- 11.5 To represent the Association as required at meetings or consultations.
- 11.6 To attend appropriate training and to undertake other duties as required, commensurate with the nature and grade of the post.

Person Specification

Job Title Financial Wellbeing Co-ordinator

Section Tenancy Services

Grade 8

Date Reviewed May 2022

1.	Education/Qualifications	Essential	Desirable
1.1	An appropriate qualification or relevant knowledge and experience.	*	

2.	Skills, Knowledge and Experience	Essential	Desirable
2.1	Excellent interpersonal and communication skills (written, verbal and leadership skills)	*	
2.2	Experience of working in a customer care environment with a proven track record in effective management of challenging customers.	*	
2.3	Substantial experience and a proven track record of providing welfare benefits advice, negotiation and tribunal representation.	*	
2.4	Experience of leading a team/project or equivalent	*	
2.5	Ability to interpret and maintain an up to date understanding of current legislation, practice and procedures relevant to welfare benefits advice.	*	
2.6	Ability to communicate in a community language.		*
2.7	Experience of assisting individuals to maximise their income.	*	
2.8	Ability to effectively manage a caseload of complex welfare rights cases and to work to imposed deadlines with minimal day to day supervision.	*	
2.9	Ability to maintain accurate, up to date and complete records and to produce appropriate performance monitoring information, reporting to committee as required.	*	
2.10	Experience in contributing to policy and procedural reviews		*

2.	Skills, Knowledge and Experience	Essential	Desirable
2.11	Experienced in providing advice, assistance to and representing claimants up to and including representation at tribunals and appeals.	*	
2.12	Experience of liaising with a number of external organisations and agencies.	*	
2.13	Experience of providing advice, training and support to other members of staff with the ability to offer advice and consultancy when required.	*	
2.14	Confident to work on own initiative with the minimum of supervision and as part of a multi-functional team.	*	
2.15	Excellent I.T. skills including word processing, data bases, e-mail and internet.	*	
2.16	Ability to effectively manage a considerable workload and to work to imposed deadlines.	*	
2.17	Ability to work under pressure and to take ownership of tasks and see them through to completion.	*	
2.18	Excellent organisational and time management skills with the ability to manage day-to day workload with minimal supervision.	*	
2.19	Excellent communication, presentation, negotiating and mediating skills.	*	
2.20	Experience of using AdvicePro		*
2.21	Understanding of and commitment to equal opportunities legislation and experience of working in a diverse community	*	

3.	Personal Characteristics	Essential	Desirable
3.1	An effective team leader who can cope with changing circumstances and demands		*
3.2	Flexible approach including the ability to work out-with normal office working hours if required	*	
3.3	Problem solver, identifying solutions and ideas for improved ways of working	*	
3.4	Positive influencer/mentoring colleagues to maximise their potential and work effectively with other GhHA colleagues		*
3.5	Ability to maintain confidentiality at all times and maintain records and services in order to comply with GDPR, EIR and FOI requirements	*	



RECRUITMENT OF FINANCIAL WELLBEING CO-ORDINATOR

SUMMARY OF PRINCIPAL TERMS AND CONDITIONS OF EMPLOYMENT

Govanhill Housing Association is a member of 'Employers in Voluntary Housing' (EVH) and the terms and conditions for this job largely follow the EVH terms. A summary of the principal areas are as follows:

Salary Scale

The current EVH salary scale for this job is Grade 8 (Spinal Points PA28-31 £41,884 - £45,315 p.a.)

Hours of work

This post is for 35 hours per week. A flexible working system is in operation.

Holiday Leave

25 working days holiday leave and 15 days general and public holidays is available.

Pension Scheme

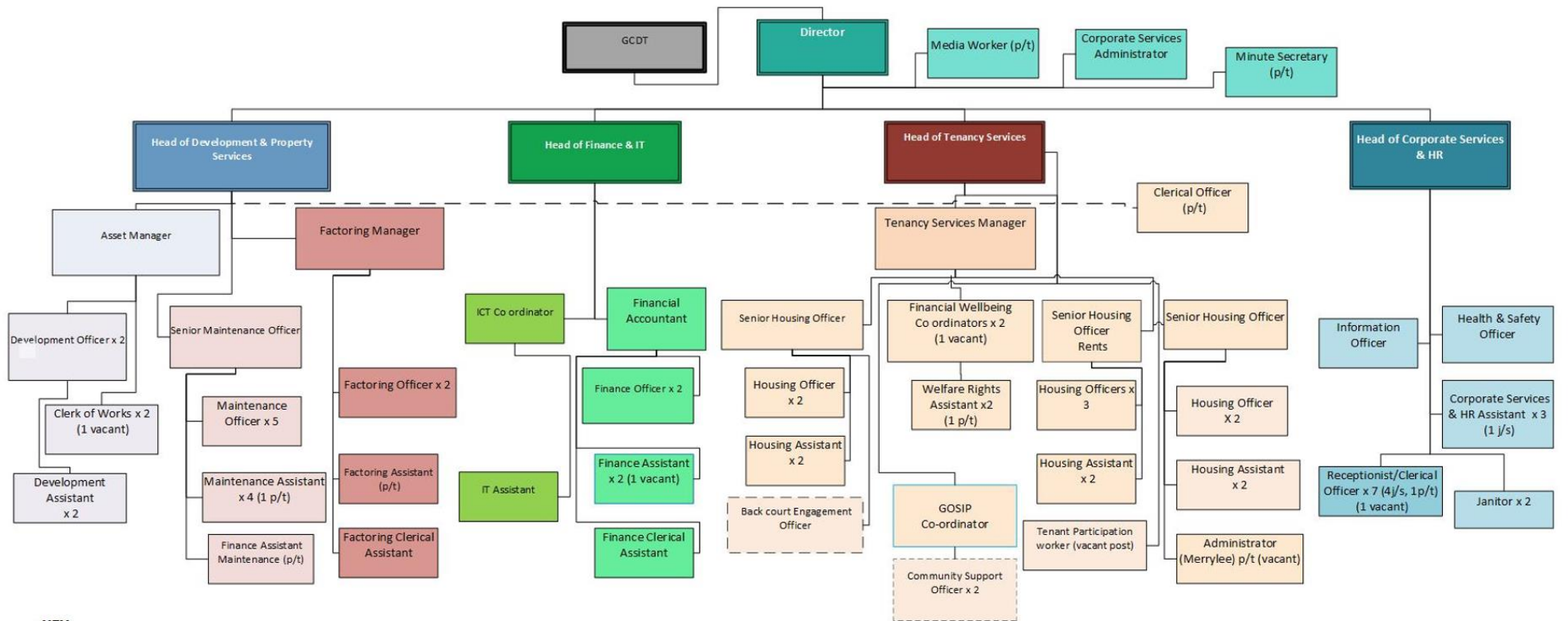
The Association is a member of the Scottish Housing Associations' Defined Contribution Pension Scheme which you have the option of joining 3 months after your start date.

Notice Period

One month by either party.

This summary is for general guidance of applicants and will not form part of the contract of employment. Any offer of employment will be subject to the receipt of satisfactory references.

GOVANHILL HOUSING ASSOCIATION STAFF STRUCTURE



KEY

Denotes fixed term or temp contract