



# Homes For Good (Scotland) CIC

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<b>Salary:</b>	£13.2k - 14.4k (£22k-£24k pro-rata) dependent on experience + pension & 18 days (30 days pro-rata) holiday per year
<b>Status:</b>	Part time (22.5 hours / 3days), permanent, subject to 3 month probationary period
<b>Reporting to:</b>	Head of Lettings & Tenancy Support
<b>Location:</b>	Homes for Good, Bridgeton, G40 with some home working. Travel within Greater Glasgow & West of Scotland.

## Universal Credit & Welfare Officer (Tenancy Support)

As Universal Credit & Welfare Officer, you will be the first point of contact for welfare enquiries and will be responsible for managing our tenant's welfare applications & appeals within the Homes for Good business group. You will ensure that this is clearly documented through HFG's reporting systems and will work to your primary aim of ensuring tenancy stability through strategic financial planning, preventing rent arrears and ensuring income maximisation. You will work alongside colleagues in the Tenancy Support Team to ensure the best service and positive outcomes for our tenants based on their individual needs and to develop innovative solutions to tackle challenges faced by people accessing the benefit system. The role is fast paced and required a highly professional approach when working with a variety of stakeholders including HFG tenants, landlords, DWP, HMRC, Govan Law Centre and other partner organisations that you will identify to assist our tenants.

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## Application Process

Please submit your most recent CV, with contact details for two referees, and a covering letter outlining why you think you are the right person for the job to [joinus@homesforgood.org.uk](mailto:joinus@homesforgood.org.uk)

Thank you for your interest in joining the Homes for Good team.

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## Skills & Experience Required

- Educated to at least HND level, in a relevant subject such as social care, mental health, psychology or housing
- In depth knowledge and understanding of the welfare system, especially surrounding universal credit and housing benefit
- First class time management and self-organisational skills
- Demonstrable excellent customer care skills and positive attitude
- Full, clean driving licence and access to a vehicle for business use
- Ability to identify and prioritise workload dependent on tenant need
- Knowledge of financial inclusion and mental health awareness
- Demonstratable experience of communicating with people with complex needs and a non-judgemental attitude
- Extensive experience in all Microsoft Office programmes
- Ability to work alone in a self-directed way, as well as work alongside colleagues as part of a team as directed
- Willingness and ability to respond to fast changing situations and work under time pressure when required
- Ability to complete tasks to a high degree of accuracy within agreed timescales
- Excellent presentation and communication skills with tenants, landlords, colleagues and other organisations
- Excellent analytical skills with an emphasis on critical thinking and strategic planning
- Willingness to work towards private rented sector letting agency qualifications

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## Our Values

Home is the foundation of all of our lives, and we recognise the importance of a safe and secure home, and our responsibilities for the properties we manage. Our values underpin everything we do, and our day to day behaviours, as a team and as individuals, reflect these. They are:

**Kindness:** We always treat people well & without judgement.

**Friendly:** We are approachable, and easily accessible to our customers.

**Integrity & Fairness:** We always strive to do the right thing.

**Quality:** Our services are of a high quality which we maintain consistently.

**Expertise:** We have excellent expertise in property management.

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## About Us

**Homes for Good is Scotland's first social enterprise letting agency, now forming part of a dynamic social business group. Established in 2013, with offices in Bridgeton, we manage and own over 500 properties within the Greater Glasgow area.**

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sound investments for landlords. Working across Glasgow and beyond, our relationships and customer care standards with tenants and landlords alike set us apart from the rest of the industry. We specialise in working with tenants in social housing need, and our additional services such as energy efficiency advice, financial health, interior design and employability make Homes for Good unique within the private rented sector. We work with third sector partners to maximise our charity and social enterprise supply chain, ensuring that our profits are reinvested in changing people's lives.

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## Key Responsibilities

The relevant duties as directed by the Head of Lettings & Tenancy Support are outlined below. This role is a mix of office/ home working and field work, working with tenants in their homes within the Greater Glasgow/ West of Scotland Region:

- First point of contact for all welfare enquires from our tenants
- Leading and taking ownership over all welfare claims and appeals, ensuring positive outcomes for our tenants
- Engaging with tenants regularly through telephone calls, messages, emails and home visits, ensuring regular communication
- Managing all welfare applications, appeals and follow ups in line with appropriate guidelines and timescales
- Clear documenting all interactions and communications related to your work through HFG's reporting systems
- Identifying individual needs of tenants and working to support them to access additional services from partner agencies
- Work with colleagues to develop innovative solutions and test projects to tackle challenges for people accessing the benefit system
- Assisting tenants in completing application forms and appealing benefit decisions as required, including preparing and collating evidence and attending appeal hearings in person and over the phone
- Making best use of financial planning tools to help tenants maximise their income, prevent arrears and create repayment plans where required
- Researching additional funding streams that may be available to better support our tenants