



Cassiltoun Housing Association Welfare Rights Officer (Part-time) Candidate Information Pack





Thank you for your interest in our vacant position of Welfare Rights Officer (Part-time)

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 job centres.
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- Staff structure - the Association's staff structure can be viewed on our website <https://www.cassiltoun.org.uk/staff-team/>.

If you wish to join our ambitious team, please complete our application form and submit it along with your CV and personal statement to recruitment@cassiltoun.org.uk. For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

Please note the closing date for applications is Wednesday 19th February 2025 at 12noon. We will not accept any applications received beyond this time.

Shortlisting: Friday 21st February 2025

Interview Date: Thursday 27th February 2025

If you require further information regarding the Association or the position advertised, please do not hesitate in contact myself directly.

Thank you.

Paula Brownlie
Head of Corporate, HR and Finance

Telephone: 0141 631 5207

Email: paula.brownlie@cassiltoun.org.uk



1. *Background*

- 1.1 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure.
- 1.2 The Association owns 1,077 tenanted units and factors 145 owners.
- 1.3 The Association has 2 sub-committees:
 - Group Audit & Risk
 - Staffing
- 1.4 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.5 The Association operates from our offices at the multi-award winning Castlemilk Stables.

2. *Staffing*

- 2.1 The Association's current staffing structure involves 32 staff deployed as follows:
 - CEO
 - Senior Management Team –
 - Director of Operations
 - Head of Asset Management
 - Head of Corporate, HR and Finance
 - Housing Manager
 - Operations Team (incorporating Housing Services, Property Services (Technical) and Advice Team)
 - Finance and Corporate Services Team
 - Communities Team



Cassiltoun are committed to regenerating our community not only through first class housing and environmental services but by our wider regeneration work which includes activities such as welfare advice, employability and training, Castlemilk Park, children's projects and community health projects. We also work closely with our subsidiary companies and in partnership with other organisations and agencies.

Cassiltoun Housing Association are looking to recruit an experienced, motivated and enthusiastic individual for an opportunity which has arisen in our Advice Team.

Welfare Rights Officer (Part time) 3 days per week (21 hours)	CHA Grade 7, PA22 – PA25 £39,607 - £43,568 – Pro rata (Pay award pending)
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You are required to have a minimum of 2 years' experience of delivering welfare rights advice and advocacy with a knowledge of welfare reform and its impact on Housing Associations. The successful candidate will provide general advice as well as representation at tribunals. You will work with the Advice Team Co-ordinator, the Welfare Rights Officer and other teams within the Association to provide services to tenants and service users of both Cassiltoun Housing Association and other partners.

Closing Date: **Wednesday 19th February 2025 at 12 noon**

Interview Date: **Thursday 27th February 2025**

For further details on the post and an application form, please visit our website <https://www.cassiltoun.org.uk/vacancies/>

Please submit your completed application form along with your CV and personal statement to recruitment@cassiltoun.org.uk

Cassiltoun Housing Association is striving towards equal opportunities for all.



JOB DESCRIPTION

JOB DETAILS

Job Title	Welfare Rights Officer (Part time) 3 days per week (21 hours)	Department	Operations
Reporting To	Advice Team Co-ordinator	Grade	CHA Grade 7 PA22 – PA25 £39,607 - £43,568 – Pro rata (Pay award pending)
Location	59 Machrie Road, Glasgow	Date	February 2025

Job Purpose
The Welfare Rights Officer is responsible for maximizing tenant's and service user's income and reducing poverty. To provide advice and representation to all service users in all aspects of Local Authority, Scottish and UK wide social security and benefit matters.
Accountability
Role is part of the Advice Team reporting to the Advice Team Co-ordinator.
Key Responsibilities
To ensure that Cassiltoun and partner organisations assist their tenants and service users to become more financially included and fully prepared for the continued transition to Universal Credit.
To assist Cassiltoun and their subsidiary companies meet their strategic and operational objectives as defined within the Association's Business Plan, Internal Management Plan, Service Plans and subsidiary business plans.
To provide information and advice on all aspects of Welfare Benefits and to assist with the sustainability of tenancies through early supportive intervention.
To provide comprehensive benefits advice, including Universal Credit, completing benefit claims and case management through to conclusion.
To mediate and negotiate with other agencies on individual cases and on appeals.
To provide representation for clients at social security tribunals and other relevant benefit

appeal hearings

To hold appointment based 'benefit surgeries' at both Castlemilk Stables and at partner organisations if required.

To undertake, when appropriate, home visits in individual cases.

To promote the take-up of benefits through carefully targeted campaigns to identify and target potential service users.

To publicise welfare rights information through newsletters and websites and social media.

To investigate and apply for other funds and work with other agencies that will improve tenant welfare (for example charitable grants).

To keep Boards of Management and staff up to date with current welfare rights issues.

To work with the team to deliver information sessions to Board, Staff and the local community.

To maintain clear case records.

Monitor the effectiveness of the service and prepare reports on the service at regular reporting intervals.

Corporate and Strategic

To assist the organisation with preparing for changes in Social Security legislation or other relevant legislation, Regulations and relationships that impact on delivery of the business and its services by providing briefing papers and training to staff and Board members.

Compile reports for the Boards of Cassiltoun and other partners on a quarterly basis or as required and attend meetings if required.

Complete all operational reports for the Advice Team Co-ordinator and Housing Manager on a quarterly or annual basis.

Contribute and assist in producing the Association's newsletter.

Actively promote welfare and financial inclusion through newsletter articles, websites and the development of information leaflets.

Value for Money

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders

Identify efficiencies and communicate them to your line manager.

Cassiltoun's Values

Understand and uphold the Association Values

Procurement

Understand and comply with best practise in procurement of goods and services and adhere to the Associations Procurement policy.

Other Tasks/Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills.
- To attend training and personal development courses as and when required by the Association.
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

Equality & Diversity

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation.

Sustainability

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

Other

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate.
- To attend meetings out-with normal working hours, as and when required.
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management.
- The duties of the post will be reviewed and modified in line with the exigencies of the service



Person Specification

Job Title	Welfare Rights Officer (Part time) 3 days per week (21 hours)	Department	Operations
Reporting To	Advice Team Co-ordinator	Grade	CHA Grade 7 PA22 – PA25 £39,607 - £43,568 – Pro rata (Pay award pending)
Post Number		Date	February 2025

Category	Essential Criteria	Desirable Criteria
Experience	<p>A minimum of two years' experience of welfare rights advice, including representing cases at tribunal.</p> <p>Experience of working with varied client groups.</p> <p>Experience in delivering training on benefits issues</p>	<p>An understanding of debt management advice</p> <p>Experience of supervising staff</p>
Skills and Abilities	<p>Ability to communicate effectively with customers, colleagues and Board members of varying experience and backgrounds.</p> <p>The ability to effectively manage their time, set and prioritise their own work and work on their own initiative.</p> <p>The ability to work individually and as part of a team.</p> <p>Ability to interpret evolving legislation and procedures.</p> <p>Good interpersonal, negotiating, mediating skills.</p> <p>Ability to evaluate the success of support and advice provided to customers.</p>	

	<p>Ability to establish and manage a wide network of key partners/contacts which will support the objectives of the Advice Project.</p> <p>Ability to reflect upon own performance and identify areas for improvement.</p>	
Qualifications & Knowledge	Up to date knowledge of welfare benefit legislation	
Personal Qualities	<p>Committed to own personal development</p> <p>Ability to relate to people</p> <p>Ability to deal with work on a confidential basis</p> <p>Confident, reliable, common sense and adaptability</p> <p>The ability to maintain empathy and have a regard for confidentiality.</p>	

I have read, accept and agree to be bound by the conditions and duties stated in this job description.

Signed.....

Date.....



Recruitment of Welfare Rights Officer - Part time (Monday – Wednesday)

Summary Terms of Conditions

Location	59 Machrie Road, Glasgow G45 0AZ and potentially those of a partner organisation.
Standard Hours of Work	3 days per week (21 hours)
Grade & Salary	CHA Grade 7 PA22 – PA25 £39,607 - £43,568 – Pro rata (Pay award pending)
Payment Method	Paid on the last Thursday of each month by the BACS system into your bank account
Annual Leave	27 days per annum (pro rata)
Public Holidays	15 public holidays (pro rata)
Notice Period	One month written notice by either side
Pension	The Association currently offers a contributory pension scheme