

LONDON BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: DIRECTORATE OF NEIGHBOURHOOD SERVICES

POSTHOLDER:

SECTION: COMMUNITY HOUSING

GRADE: TBA

POST DESIGNATION: BENEFIT OUTREACH OFFICER

Purpose of job

To be responsible for the completion of Housing Benefit applications from residents of temporary accommodation at sign-up and at other times. To collect evidence in compliance with the Verification Framework. To visit residents in their homes as necessary.

Main duties

1. To ensure the completion of housing benefit application forms (and gather related evidence) from residents of the Council's temporary accommodation in accordance with the Verification Framework. This work to be done by attending office-based sign-ups and by visiting residents in their homes.
2. To prioritise your workload in order to maximise benefit income for claimants and to maximise income to the Council. To do so within the context of the high turnover of temporary accommodation and taking into account the diverse needs of the client group.
3. To identify potential entitlement to other welfare benefits and help residents make claims. To provide advice and signpost to relevant welfare advice services.
4. Work with Housing Needs colleagues to identify and refer cases to the Corporate Anti-Fraud team for investigation, as appropriate.
5. To identify and deal with under-claiming or discretionary awards available with a view to maximising benefit income for individuals.
6. To work closely with the Council's Advice and Benefits service to ensure efficient processing of claims as required.
7. To maintain detailed case notes and liaise with Housing Needs officers in ensuring information is shared and acted upon appropriately.
8. To develop good working relationships and liaise effectively with other welfare advice agencies.

9. To liaise with Tenancy Services and the Income teams in resolving benefit claims for closed accounts.
10. To provide cover for other Benefit Outreach Workers as required.
11. To interrogate IT systems and databases for relevant information and to provide statistics, reports and other management information as required.
12. To deal with enquiries from members of the public, using translation or interpreter services as required, and to prepare replies to enquiries from Members and MPs as appropriate on matters related to individual cases.
13. To attend court as a witness for the Council in relation to designated areas of work.
14. To attend meetings as necessary.
15. To undertake any other work appropriate to the level and general nature of the post's duties.
16. To carry out all duties with due regard to the provisions of Health and Safety regulations and legislation, the Council's equal opportunities, customer care and anti-poverty policies, and the new technology agreement and data protection.