

high

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SENIOR WELFARE ADVISOR



Welcome to High Trees!

High Trees was born of the local community 23 years ago, through collective community action to save the old library based in Tulse Hill, turning it into a Community Development Trust. Today, High Trees has grown significantly and is a well-regarded and trusted community anchor in Lambeth, delivering and leading on a range of integrated services to connect people and communities to strengthen skills and build stronger voices.

Our 4 cornerstone support areas provide integrated services in:

- **Employment & Welfare Advice:** We provide person-centred employment support for long-term unemployed individuals and those stuck in low-paid work, to improve their economic position through sustainable employment opportunities and career progression
- **Community Education & Training:** We specialise in delivering basic skills training to provide individuals with the skills they need for work and life, including ESOL, functional skills, ICT and vocational courses
- **Children, Young People & Families:** Working on the basis of early intervention, we deliver a range of services focused on play, study and social action aimed at improving the aspirations and well-being of children and young people, and strengthen families
- **Community Action:** We embed Community Organising within the locality to nurture and capacity build individuals and community groups to develop advocacy skills and empower them to take collective community action on issues that affect them, whilst also improving representation in decision making

High Trees strives to ensure our services remain firmly rooted in the local community, responsive to and driven by local need and always delivered in the spirit of partnership and collaboration.

Visit our [website](#) for more information about High Trees and the work we do.

The logo for High Trees consists of two dark blue rectangular boxes with a teal border. The first box contains the word "high" in a bold, lowercase, orange-red font. The second box, positioned to the right and slightly lower than the first, contains the word "trees" in the same bold, lowercase, orange-red font.

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Employment and Welfare Service

Our Employment, Careers & Welfare is a small and committed team aiming to improve the economic wellbeing of our beneficiaries by supporting them into meaningful and sustainable employment. One consistent barrier to entering employment is the welfare issues that our beneficiaries face. Before our service users can take their next steps, these issues need to be resolved. We also take referrals from across our other services. At High Trees we are proud to be positioned at the heart of the community we serve. This means we are ideally placed to match local labour market needs to the skills of local residents. We are open to all but we specifically focus on serving over 50s, lone parents, young people aged 18-30 and individuals with health conditions.

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SENIOR WELFARE ADVISOR

Job Description

The post holder will be responsible for the delivery of high-quality advice and guidance to High Trees users. As a Senior Advisor, you will provide support and information on welfare benefits, housing, tax credits and council tax to High Trees users and will signpost/refer service users internally and externally for further advocacy and support.

Reporting to the Employment and Welfare Manager, you will manage a caseload of individuals seeking welfare advice, delivering tailored support and coordinating referrals for them where necessary. You will have an up to date understanding of the benefits system, allowing you to help guide service users through the transition into employment or changes to their employment. You will possess a good understanding of the client groups engaged on our programmes and the multiple and complex barriers they may face when entering or re-entering employment.

The role will also require you to deliver community based welfare support to Lambeth residents. You will be expected to build and maintain a directory of local support and intervention partners, establishing inward /outward referral processes. Quality Framework responsibilities will include you carrying out research and implementing actions, policies and procedures required for Advice Quality Standards (AQS) accreditation. In addition you will be required to keep informed of welfare related legislative changes affecting our client group and deliver welfare workshops advising of those changes.

The Senior Welfare Advisor will also provide support in setting up our welfare service including delivery design, systems, and processes.

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Job Title	Senior Welfare Advisor
Salary	£27,000 - £32,000
Hours	Full time 35 hours per week
Reporting to	Employment, Careers and Welfare Advice Manager
Location	High Trees, 220 Upper Tulse Hill, London SW2 2NS
Role overview	<ul style="list-style-type: none">• Deliver advice, guidance and information across the following areas: welfare benefits, housing, personal finances• Liaise with Local Authority / Council / Housing Associations etc.• Support service users in the completion of formal documents.• Support service users with completion and submission of appeal letters etc.• Ensure the delivery of effective, consistent, high quality services to our community• Deal with service users' enquiries efficiently and using a person-centered approach• Evidence Gathering• Lead and deliver workshops and information sessions about the social welfare system, covering Universal Credit entitlement, housing and homelessness legislation and address money advice and debt issues• Work to set up and refine our systems and processes to ensure a consistently high standard for our users.

PERSON SPECIFICATION

The person specification is an idea of skills, knowledge and experience required to carry out the job. The person specification will be used in the short listing and interview process for this post. Applicants who possess the essential requirements but not the desirable requirements should not be discouraged from applying.

Essential

- Two years' experience delivering advice (tax, welfare, debt and/or housing)
- Demonstrable knowledge of welfare benefits, housing and personal finances
- Non-judgmental, patient, friendly and compassionate approach with a high level of communication and listening skills
- Ability to handle confidential or sensitive information
- Ability to work under pressure
- Excellent time management and ability to manage own caseload
- Competent in using Microsoft packages; Word, Excel, PowerPoint, and databases.
- Able to cope under pressure and accept responsibility to meet goals
- Ability to work independently and as a part of a team
- Willing and available to work outside usual office hours, including evenings and weekends

Desirable

- One year' experience working or volunteering in the voluntary/charity sector
- Experience of liaising with partner organisations and other stakeholders
- Qualification in Information, Advice & Guidance Level 3
- Understanding of Child Protection, Safeguarding processes and procedures

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WORKING AT HIGH TREES

We know our staff are our biggest asset and our biggest investment. Our small yet dynamic staff team of 28 have come to High Trees through a variety of paths; some have a long track record of work in the sector, others have brought in skills learned elsewhere and some have joined our staff through using our services. All share a passion for the work we do and a commitment to ensure our impact is meaningful for those we work with.

All our staff are supported to grow and develop through regular one-to-ones with their manager, a programme of organisation wide and individual CPD and are given the opportunity to contribute to the work of the organisation as a whole rather than focused solely on the work of their team. We're proud of the fact that over 50% of our Service Managers have been promoted from within our organisation.

Benefits of working at High Trees include 24 days holiday rising by 1 day each year after 2 years' service (capped at an additional 8 days) with at least an additional 3 days off each Christmas, enhanced maternity/paternity/adoption leave after 2 years' service, up to 5% contribution to the staff pension scheme, a 24 hours employee support line and a clear pay structure with yearly increments (based on performance).

We know that if you're considering a role at High Trees, you are primarily driven by a desire to make impactful change and we hope you will consider joining our team.





HOW TO APPLY

Please send a completed CV, covering letter (no more than 2 pages) explaining how you meet the key accountabilities and the personal specification, the applicant monitoring form and the additional information form to admin@high-trees.org with 'Senior Welfare Advisor' in the subject line. All applications must be received by the 27th September at 11.59am. We will be interviewing for the post on a rolling basis, so please apply as soon as possible.

QUERIES

If you have any questions about the role or High Trees, please contact Andrew Rose at andrew.rose@high-trees.org

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**Meeting everyone as
a person of great potential**

High Trees Community Development Trust
220 Upper Tulse Hill, London, SW2 2NS
020 8671 3132