

Job Description

Income Maximisation Worker

This is a new role funded by the National Lottery Community Fund

12 months in first instance

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#)

[Read about our strategic aims](#)

1 General

Cyrenians services provide a range of activity aimed tackling the causes and consequences of homelessness – of which financial hardship can be both. The tough economic times currently experienced are felt hardest by those who have least, and a considerable number of people we support will have their circumstances exacerbated and options limited by challenging financial circumstances.

The post of Income Maximisation Worker has been funded for 12 months to help our staff teams support the 10,000+ people we see each year to access the financial assistance which is available to them.

2 Role

This project will provide information and support to those we support and who are or could claim benefits and entitlements to help prevent financial hardship.

The post holder will also provide support and training to our key workers across our services so that they can support clients more effectively.

They will also keep up to date on any changes to welfare benefit entitlement, and keep up to date on what other financial supports might be available to help those we work with who may be facing particular hardship.

3 Tasks and Responsibilities

Capacity building

- Provide advice and guidance to key workers across the organisation on the welfare benefit system in Scotland
- Develop and provide organisational training on welfare benefit in Scotland, including housing benefit and the implications of this on housing options
- Engage with each service on the welfare issues which impact them and those they support most significantly, and where appropriate offer/ source additional training or guidance

Case work

- Provide case work assistance to those with particularly complex circumstances impacting on their welfare claims
 - Support people to understand their welfare benefit rights
 - Support people to gather and supply the information they may be required to submit
 - Support people to understand and navigate appeals processes

Grants and other resources

- Identify resources available to people in financial hardship, such as a direct grant, across each of the local authorities we work within (Lothians, Falkirk, Scottish Borders)
- Oversee the administration of any financial resources Cyrenians has directly accessed on behalf of those we support
- Gather data on the use, uptake and impact of hardship resources

Data Management and Evaluation

- Manage the organisations Advice Accreditation (II) to ensure compliance
- Participate in ongoing evaluation of the project, and ensure reports are provided to the funders as required
- Analyse data gathered to identify key trends and share with the wider organisation and external partners as appropriate

Partnerships and communication

- Develop relationships with colleagues across revenues and benefits department
- Identify other specialist advise providers which people might need to access.

Other

- Participate in service team/planning meetings and reviews.
- Participate in annual performance review and supervision sessions.
- Undertake training which is appropriate to the project's needs.
- Undertake other tasks as required by the Outreach/Home Pillar Services.

4 Person Specification

Values and attributes	
Positive outlook, self-motivated and flexible	Essential
Ability to demonstrate resilience in dealing with emotions and distress	Essential
Committed to supporting those who face disadvantage or stigma	Essential
Committed to the demonstration of respect and compassion towards those we work with.	Essential
Organised and dependable.	Essential
Committed and enthusiastic about ability to bring about change	Essential
Knowledge and Experience	
Excellent knowledge and understanding of welfare benefits system in Scotland	Essential
Direct experience of support people to maximise their income	Essential
Experience in design and delivery of training for staff	Essential
Strong organisational skills and confident decision maker	Essential

Ability to establish good, trusted relationships	Essential
Agile and flexible in approach to workload	Essential
Ability to work autonomously to plan workload, meet deadlines and also work as part of a wider team.	Essential
Excellent written and verbal communication skills	Essential
Experience in data collection, monitoring and evaluation	Essential
Ability to use IT systems to produce written reports	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Outreach Services Manager, Home
<u>Liaison with:</u>	Cyrenians Outreach Services
<u>Workplace:</u>	Norton Park
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£30,380 per annum (scale point 28).
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Duration:</u>	1-year funding period in first instance
<u>Disclosure:</u>	PVG membership is required

6 Application deadline and Interview dates

Closing date: Recruitment for this role opened on 15/09/2023. There is no set closing date. We will review applications as they are received and arrange to meet with candidates that we wish to take forward (usually within 5-7 days from receipt).

This vacancy will be closed once we have appointed.

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form. Further information can be found at www.cyrenians.scot