

Role profile



Job Details

Job Title:	Welfare Rights Officer	Service Area:	Housing and Communities
Based:	Whiteinch & Scotstoun Housing Association, 1 Northinch Court, Glasgow, G14 0UG	Report to:	Director of Housing and Communities
EVH Grade:	Grade 7 points PA22 to PA25	Date Completed:	January 2026

Job Summary:

Working within Whiteinch & Scotstoun Housing Association (WSHA), you will provide an efficient, effective and high-quality advice, support and advocacy service on all welfare benefit related matters whilst supporting tenants to maximise their income and minimise the impacts of the rising costs of living, in particular ensuring all benefits associated with housing costs are maximised and paid to the Association.

Your role will be holistic and provide tenants with a 'one stop shop' approach to obtaining support and advice in maximising their income, including signposting where appropriate.

You will:

- Carry out benefits checks on all new tenants, those with rent arrears and where required via referral from colleagues
- Advise on entitlements and assist with benefit applications
- Liaise with the Department for Work and Pensions (DWP), Glasgow City Council and other organisations as required
- Prepare for and represent customers at benefit appeals and tribunals
- Provide budgeting advice to our tenants to ensure that income is maximised and tenancies sustained
- Ensure all data and statistical information is recorded accurately on our in-house databases
- Keep well-informed of changes and provide updates and expert advice to colleagues and customers
- Report on trends and performance as required
- Have a 'solutions first' attitude to ensure that our customers' experience of our service is positive

Behaviours and Competences:

Our Core Values:

- **Customer First**
- **One Team**
- **Respect**
- **Excellence**

Customer First	One Team
<ul style="list-style-type: none"> • Ensure customers are at the heart of everything we do • Always aim to achieve high quality outcomes for customers • Cares about customers • Builds and develops trust being approachable, patient, helpful and supportive • Demonstrates an understanding of customer needs and expectations • Delivering quality services, tailored to meet the needs of our customers 	<ul style="list-style-type: none"> • Communicates clearly and openly with others • Is clear, concise and factual • Shares relevant information in a timely manner • Is open to and actively seeks feedback, listens and responds accordingly • Is confident to speak up and share their views with others • Asks for help when needed and provides support to others • Look for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions
Respect	Excellence
<ul style="list-style-type: none"> • Acknowledges and respects others different backgrounds, perspectives and beliefs • Cares about colleagues • Treats people with fairness, honesty and dignity • Listens empathetically to people • Takes ownership for their behaviour, performance and quality of work • Understands how your behaviour can be interpreted and considers the impact on others 	<ul style="list-style-type: none"> • Deliver quality services, tailored to meet the needs of our customers • Uses time and resources wisely • Ensures Value for Money • Generate and seek out ideas from others to specific challenges • Seek better solutions for our customers by going the “extra mile” • Have a flexible and adaptive approach to resolving challenges • Anticipate and manage risk associated with your decisions

Person Specification:			
The essential/desirable criteria for this post are detailed below:			
	Essential	Desirable	Evidence
Education and Qualifications	<ul style="list-style-type: none"> • Vocational or academic qualification in provision of advice and guidance • Educated to Highers level or equivalent 		<ul style="list-style-type: none"> • Application Form • Interview
Experience & Specialist Knowledge	<ul style="list-style-type: none"> • Experience of providing welfare benefits advice • Thorough understanding of the benefits system and award criteria of all the major benefits • Working closely with external partner agencies 	<ul style="list-style-type: none"> • Experience of providing welfare advice in a local authority or housing association • Policy and procedure development • Appeals process for the above benefits to Commissioners level 	<ul style="list-style-type: none"> • Application Form • Interview

<p>Skills</p>	<ul style="list-style-type: none"> • Excellent written and verbal communication and interpersonal skills, including an ability to report information clearly and concisely • Customer centred approach, flexible, confident, empathetic with an assertive manner • Commitment to team working & ability to work positively within a small team • Ability to manage a demanding workload and meet deadlines • Ability to work on own initiative and make decisions and plan and organise own workload. • Self-motivated problem solver with a proactive approach to problem solving and continuous improvement • Excellent interpersonal skills with the proven ability to liaise and negotiate effectively with internal and external customers, tenants and agencies, building effective partnerships 	<ul style="list-style-type: none"> • Experienced in using Advice Pro • Competent user of HomeMaster or similar data management system • Adaptable to change 	<ul style="list-style-type: none"> • Application Form • Interview • References
<p>Other</p>	<ul style="list-style-type: none"> • Ability to demonstrate a flexible, conscientious approach to work • Ability to demonstrate a positive approach to new ideas and ways of working • Sensitivity in dealing with physical and mental health problems • IT literate 		<ul style="list-style-type: none"> • Application Form • Interview

A Disclosure Scotland check at Level 1 will be required for this post.

Job Outputs	
Role output:	Includes the requirement to:
Purpose of the Role	<ul style="list-style-type: none"> • Ensure all potential benefits are claimed, maximised and followed through to appeal stage if required. • Assist customers to challenge benefit decisions as appropriate. • Ensure that all cases in need of welfare rights advice are identified and provided with appropriate advice and support to obtain all benefits to which they are entitled. • Support WSHA in maximising rental income. • Assist all customers to take up tenancies by providing benefits advice and assistance in conjunction with the Association's Income Management Policy and in line with the Tenancy Sustainment Pathway. • Identify and signpost customers to other support services as required. • Ensure that all cases in need of welfare rights advice are identified and provided with appropriate advice and support to obtain all benefits to which they are entitled. • Effectively liaise with the relevant services to ensure Housing Benefit, Discretionary Housing Payments and the housing element of Universal Credit is maximised. • Provide accurate advice and support to tenants in ongoing arrears casework with Glasgow City Council and the Department of Work and Pensions. • Organise the delivery of appropriate campaigns with a view to maximising public awareness of Welfare Benefits available including any changes which would affect entitlement. • In conjunction with the Housing Manager and Director of Housing and Communities, set meaningful and challenging performance indicators and targets, providing reports as agreed, allowing the Welfare Rights Service to be appropriately monitored. • Ensure accurate file notes are completed on all customer contact in line with the Association's procedures. • Update and record appropriate information on Advice Pro and HomeMaster databases in line with the Association's procedures. • Provide other guidance to help maximise the income for tenants, for example in relation to budgeting, energy efficiency etc. • Inform and empower tenants through information leaflets, campaigns, events and outreach work.
General	<ul style="list-style-type: none"> • To provide a holistic approach to advising tenants, including supporting WSHA to maximise grants and other external support to improve our tenant's income and wellbeing. • To input to policy and procedure development in conjunction with other Housing Management staff. • To discuss performance, problems, current issues in respect of all welfare rights functions. • To take responsibility to keep knowledge up to date. • To act as an ambassador for the Association. • Attend training courses, seminars and conferences as appropriate in

	<p>relation to new legislation, performance standards and best practice, or as directed by the Housing Manager or Director of Housing and Communities.</p> <ul style="list-style-type: none">• Represent WSHA at forums and other networking events.• Update Housing Services colleagues on relevant changes, as required.• Undertake tenant visits as part of the wider team as and when required.• To ensure information is managed and stored in compliance with GDPR policy, and to provide information for Subject Access Requests and Freedom of Information requests in conjunction with Corporate Services if required.• Any other duties commensurate with the role and experience.
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Interdependences:

- WSHA Housing Services Team
- Communities
- WSHA Corporate Services Team
- WSHA Finance Team
- WSHA Property Services Team
- External Agencies