



## Job Description & Person Specification

Position:	<b>Housing &amp; Welfare Rights Worker (Assertive Outreach Pathway)</b>
Salary:	<b>£27,852 to £30,464 per annum pro rata (£13,926 to £15,232 actual) depending on experience.</b>
Hours:	<b>18.5 hours per week</b>
Base:	<b>Kath Locke Centre, Hulme, Manchester.</b>
Reporting to:	<b>Lead Housing Welfare Rights Worker within team/ Community Mental Health Team Manager.</b>
Accountable to:	<b>Manchester Mind Board of Trustees / CEO</b>

## Job Description

### Job Summary

People with mental health issues are more likely to be dependent on benefits, be at risk of homelessness and in debt. We believe that advice relating to benefits, debt and housing can alleviate stress and support better mental health. Within the Community Mental Health Team there is an Assertive Outreach pathway for people who present with high levels of complexity and through this role you will play a key role delivering advice to people with regard to housing, debt and benefits whilst working collaboratively with colleagues within the Community Mental Health Teams across Manchester. You will also be part of a wider team of advice workers within Manchester Mind with whom you can share skills and knowledge.

### Main Duties

- To provide face to face, telephone and email advice as required to people referred to you from CMHT colleagues.
- To advise and advocate for people enabling them to maximise their benefits. To this end, the post holder will assist in the completion of benefit application forms and advocate for people at reviews, reconsiderations, and appeals when necessary, including representing at tribunal hearings.
- To help people manage their debts, including assessing income and expenditure, advising on possible debt management solutions, and, where appropriate, negotiating with creditors.
- To provide reliable advice, information, and assistance on housing and homelessness-related issues.
- To remain up-to-date with legislation and case law relating to welfare benefits, debt, and housing.
- To identify where clients might benefit from other Manchester Mind services and refer as appropriate.
- To refer or signpost people to other professionals or agencies as appropriate.

- To work with the Lead HWRO within the team and receive technical support and direction.
- To share information with other agencies as appropriate, and in accordance with Manchester Mind policies and procedures.
- To provide consultancy to CMHT colleagues when required.
- To input information about your work within the CMHT data monitoring systems
- To effectively manage your own time, workload and resources.
- To participate in shared team activities as required, such as team meetings, responding to enquiries from new clients, and attending external meetings.
- To take part in Multi-Disciplinary Team meetings when required.
- To Liaise with Hospital staff and Manchester Mind Hospital Advice Staff when required.

### **General Responsibilities**

- To deliver the duties within the role in a way which demonstrates the values of Manchester Mind – Openness, Belonging, Strength, and Collaboration.
- Be responsible for personal and professional development, including attending regular supervisions and an annual appraisal.
- To attend appropriate educational and training activities as agreed with the lead HWRO and Advice Service Manager.
- Work within Greater Manchester Mental Health Trust policies and procedures with regard to day to day management of work within the CMHT.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Value diversity and promote equality of opportunity, ensuring that individuals are treated fairly and are respected for their contribution in terms of experience, knowledge and skills.
- Ensure safeguarding policies and procedures are adhered to.
- Carry out any other duties required to ensure successful delivery of this project.

## Person Specification

All essential unless stated.

### Knowledge and Experience

- Significant experience of delivering advice in welfare benefits and/or debt and/or housing categories of law in a way that supports people to access their rights and entitlements.
- Successfully completed MAS/MaPS money advice accredited learning at Advice level or willingness to work toward it.
- Understanding of the impact of mental health issues on people's lives.
- Experience of representing people at first-tier social security tribunals or in court. (DESIRABLE)
- Experience of appealing to the Upper Tribunal (DESIRABLE).
- Experience of delivering complex information in a way which can be understood.
- Experience of working with people who present with complex issues.

### Skills and Personal Qualities

- Ability to work collaboratively with colleagues – generously sharing resources, skills and talents.
- Clear and meaningful communication skills - the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.
- Ability to assess and analyse complex information and communicate with clarity.
- Ability to follow safeguarding processes.