

## APEX HOUSING ASSOCIATION

### PERSON SPECIFICATION

**POSITION:** Welfare Advice Officer

**DATE COMPLETED:** November 2022

| <b>CRITERIA</b>                                       | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>  |
|---|--|---|
| <b>EDUCATION/<br/>QUALIFICATIONS/<br/>ATTAINMENTS</b> | 3 <sup>rd</sup> Level Qualification +<br>1 years' experience delivering<br>welfare benefits and money<br>advice<br><br>OR<br><br>Educated to A level standard +<br>2 years' experience delivering<br>welfare benefits and money<br>advice  |   |
| <b>RELEVANT<br/>EXPERIENCE</b>                        | Demonstrable experience of<br>delivering welfare benefits and<br>money advice.<br><br>Experience of working with<br>external partners to develop<br>financial inclusion initiatives.   | Experience of delivering<br>information and training<br>sessions on welfare benefits<br>and money advice.   |
| <b>SPECIALIST<br/>KNOWLEDGE/<br/>TRAINING</b>         | Comprehensive knowledge of<br>the social security and the<br>welfare system including<br>demonstrable experience of<br>welfare reform, universal credit.<br><br>Knowledge of money/debt<br>advice and related support<br>services available.<br><br>Good IT skills with working<br>knowledge of Microsoft Office | Citizens Advice Bureau Advisor<br>Training<br><br>OR<br><br>Law Centre NI WRAP<br>qualification<br><br>OR<br><br>Relevant equivalent vocational<br>qualification<br><br>Knowledge of the social<br>housing sector.<br><br>Experience operating Advice-<br>Pro case recording system |

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|------------------------|--|--|
| <b>PERSONAL SKILLS</b> | <p>Accuracy and attention to detail</p> <p>Effective oral and written communication skills</p> <p>Building and maintaining effective working relationships</p> <p>Effective time management</p> <p>Ability to work under pressure, on your own initiative and as part of a team.</p> <p>Be accountable for area of responsibility</p> <p>Ability to meet deadlines and report on impact and outcomes</p> |  |
| <b>DISPOSITION</b>     | <p>Work confidentially</p> <p>Caring, respectful and supportive approach to tenants and colleagues</p> <p>Work in line with Apex's ethos and values</p>  |  |
| <b>CIRCUMSTANCES</b>   | <p>Flexible</p> <p>Access to a car</p>   |  |

\* This criteria will be waived in the case of an applicant whose disability prohibits driving, but who is able to arrange suitable alternative arrangements

Completed application forms must be returned to Personnel and Training Department  
10 Butcher Street, L'Derry, BT48 6HL