

Universal Credit and Complex Case Lead

Housing Directorate

Overview	
Role Purpose	The Universal Credit and complex case lead is responsible for managing NHG's response to Universal Credit. The role will also manage a casework of Welfare benefits (WB) cases, focusing on cases at high risk of eviction and working with the Sustainment and Partnerships manager to coordinate a consistent approach towards complex WB cases.
Responsible for	Providing advice and expertise, identifying risks for the business and our customers, making recommendations and implementing solutions to ensure that these are managed effectively or mitigated.
Reports to	Sustainment & Partnerships Manager
Line management	n/a
Tier	8
Expectation Level	Colleague
Role relationships	
Internal	Finance, Housing, Income, Tenancy Support Teams, Commercial and Care & Support
External	Residents, Local Authorities, voluntary and government agencies

Role accountabilities	
<ul style="list-style-type: none"> • Work collaboratively with internal departments, BID, finance etc as well as external stakeholders to ensure that risks are identified, solutions implemented and opportunities to improve performance are taken. • Maintain expert, technical knowledge of Universal Credit, including on internal and external processes and UC payments. • Develop strategic plans in response to managed migration and to support the reporting of annual rent increases to UC. • Responsible for the management of the UC Landlord Portal as the named Primary User, ensuring that it is kept up-to-date, used effectively by staff and changes are implemented successfully. • Develop and maintain relationships with key stakeholders both locally and nationally. • Support operational teams to improve their performance managing Universal Credit claims by highlighting areas for improvement, providing advice and implementing solutions. • Work with the rest of the WB team to ensure up-to-date guidance and training is available to frontline staff so that they can effectively manage Universal Credit cases and support residents. 	

Role accountabilities

- Lead on and develop the Universal Credit strands of the tenancy sustainment action plan.
- Work with the Sustainment and Partnerships manager to coordinate a consistent approach towards complex WB cases across the rest of the WB team as well as the rest of housing.
- Work with the Sustainment and Partnerships manager to create and roll out new initiatives and ideas around complex WB cases as part of the tenancy sustainment action plan.
- Provide a comprehensive welfare benefits advice and advocacy service for customers; providing expert advice on all aspects of the welfare benefits system, supporting customers to challenge decisions and resolve complicated issues, supporting customers with benefit appeals, including preparation of submissions and representing customers at first tier tribunals.
- Manage a complex and demanding caseload, juggling competing priorities, ensuring cases are progressed and deadlines met. Work under own initiative to determine actions and advice needed for each case.
- Provide a responsive and inclusive service to customers, taking account of, and adapting to, individual needs.
- Support customers to maximise their income through access to charitable grants and funding and referrals to third parties.
- Maintain a good working knowledge of social security legislation and case law. Keep abreast of all national and local benefit changes; disseminate information on changes highlighting potential risks and impacts on customers and NHG.
- Design and deliver training on welfare benefits and financial inclusion as part of a rota.
- Be a specialist resource for other staff members, providing welfare benefits and income maximisation advice to frontline teams to develop their knowledge and capacity to support residents.
- Work collaboratively with frontline teams to ensure that they make the best use of the welfare benefits and financial inclusion service and help to drive a focus on early intervention.
- Actively contribute ideas to the development and continuous improvement of the welfare benefits and financial inclusion service, using insight gained from working with residents and frontline staff.
- Undertake profiling analyses of our customers and identify any specialist benefit issues relating to particular groups, providing appropriate advice and assistance to staff on what steps to take to support certain groups.
- From time-to-time, initiate take up campaigns amongst residents in response to benefit changes and in line with profiling analysis.
- Represent NHG externally, developing and maintaining relationships with stakeholders and partners in key boroughs. Use these relationships to raise and resolve issues impacting NHG and our customers.

Role accountabilities

- Develop and maintain links with other welfare rights and financial inclusion advisers in order to share information and best practice.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

Desirable

Professional expertise (know how & experience)

Essential

- Expert and up-to-date knowledge on Universal Credit including managed migration and other UC related issues.
- Detailed understanding of the key risks associated with Universal Credit.
- Proven experience of resolving complex welfare benefits cases with successful outcomes.
- Experience of providing specialist welfare benefits advice (including a comprehensive and up to date knowledge of the statutory framework and the ability to identify implications of changes in legislation to welfare benefits).

Desirable

Knowledge:

- Knowledge of current social housing legislation and good practice
- Practical knowledge of financial inclusion sector, including experience of making successful grant applications.

- Experience of providing services to vulnerable adults and working with a diverse client group.
- Previous experience within a housing organisation or advisory centre and a strong understanding of how UC issues impact the housing sector.

Knowledge

- Expert knowledge on safeguarding, working with social services and mental health teams and requesting community care assessments.

Skills

Essential

- Excellent written and communication skills.
- Ability to interpret and report data to a high level.
- Ability to influence and get 'buy-in' from internal stakeholders at all levels.
- Ability to foresee risks associated with managed roll out of UC and come up with ideas to mitigate.
- Presentation skills and the ability to present data and information tailored to the audience.
- Project management skills- ability to coordinate, plan and bring relevant stakeholders together.
- Ability to produce reports and analyse data.
- Effective IT skills including intermediate MS Office skills

Desirable

Qualifications and/or professional membership

Essential

- Preferably education to degree or equivalent level

Desirable

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an **COLLEAGUE** expectation level and therefore you should refer to the **COLLEAGUE** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding **(delete if not relevant)**

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)
- SMCR check