

Local Welfare Provision Officer - Grade 7

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

Local Welfare Provision is a responsibility for councils arising from one of the government's welfare reforms.

The team's main responsibility will be processing applications for urgent financial assistance from residents experiencing crisis or emergency needs or needing support to establish or maintain themselves in the community. In Recognition of the similarities involved in discretionary provision the team will also undertake all processing and decision making of Discretionary Housing Payment applications

This role is based within Welfare and Exchequer Service [Click here to find out more](#) ●

The Job

You will deal with people seeking urgent assistance with difficult situations for wide variety of reasons. An empathetic, non-judgemental and flexible approach is essential to effectively assess their needs and decide on appropriate assistance within the limits of the scheme and related provision.

You will process and decide applications in line with relevant legislation, procedures and Council policy.

You will ensure that sufficient information and evidence has been supplied and verified to support applications or consider reviews of decisions already made.

To maintain and develop the effective partnership links with other colleagues, services and organisations on which the Local Welfare Provision scheme is based.

Using a range of methods E.g.: phone, electronic communication, letter or face to face, you will ensure that contact is handled appropriately.

Job Checklist

Awareness of council tax, housing and council tax benefits and welfare benefits legislation.

Awareness of the council's evolving approach to Discretionary Housing Payment and Local Welfare Provision policies.

An understanding of non-judgemental needs assessment and provision against limited resources.

Awareness of current welfare reform and key implications for the local area and people, local welfare provision and wider council and local services.

Ability to make decisions based on relevant information gathered which can be expressed to customers by an appropriate means of communication.

Have a thorough, flexible and sensitive approach to assessing applicant's needs and experience of using IT systems to input and extract relevant information and accurately maintain records.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. The right behaviours and attitudes are as important to us as the skills you bring to the job.

Demonstrate an ability and commitment to working constructively in partnership with colleagues from other council, public, voluntary and private sector organisations.

Demonstrate creativity in using information and service delivery experience to contribute to the development of Local Welfare Provision.

Ensures that a high level of customer service is provided individually and as a team.

Ability to make decisions based on relevant information gathered which can be expressed to customers by an appropriate means of communication.

Ability to work with minimal supervision and part of a team to achieve individual and team objectives.

We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at **level 1** [Click here to find out more](#)



Person Checklist

Accurate keyboard skills with the ability to talk and type simultaneously.

Experience in a variety of IT packages including Word, E-mail and Excel packages.

Proven experience of working in a customer environment in either paid or voluntary capacity.

Proven communication skills in dealing with a wide range of customers.

Demonstrate that you have decision-making skills which you have applied in either a paid or voluntary capacity.

Good understanding of confidentiality, data protection and freedom of information issues relating to customer information.

An ability to meet required individual, team and service objectives.

Experience of updating information on a variety of databases so that records are kept accurately.

Able to prioritise workloads so that work is completed in a timely and efficient manner

Knowledge of council and external organisations in order to signpost to relevant services.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to complete an application and attend an interview if requested