

**Role: Outreach Worker**

**Grade: SO2**

**Posts: 5**

A key principle of the Hackney Money Hub is to be proactive in the support we offer. We know this is how we often reach those most in need, who we can best help to maximise their incomes, as early as possible. We do this in two ways:

- 1. Data-led outbound campaigns-** we hold data as a council that tells us where residents are underclaiming in benefits, and are struggling financially. Rather than hoping those people contact us, we use our data to run regular and different campaigns targeting these people: contacting them and building trust, supporting them to apply to the right benefits, and providing aftercare to help manage the impact of increased income
- 2. Community outreach-** we know that lots of residents will have low levels of trust in the council. There is a whole infrastructure of community organisations that are providing support and space for residents to come together in a place that they are comfortable in, and trust. Rather than insisting that residents come to us, we work with community organisations to do outreach work in different settings. We go to these places every week and provide advice and support to residents on how Hackney Money Hub can help them.

In this role you will be delivering this outbound and outreach work and supporting residents to apply for a range of benefits, as well as providing on the day discretionary support to residents in crisis situations; such as where someone has moved into an unfurnished tenancy, needs support with travel costs to TA or needs support with removal costs to move to a new home.

You will need to be able to work in a holistic, strength-based and empathetic way, to overcome mistrust in council services and stigma around benefits.

**What you will be expected to do in this role:**

- Contact residents as part of outbound campaigns and help them to apply for targeted benefits
- Run weekly outreach sessions at community locations, including recording case information and outcomes in the HMH system
- Complete benefits checks with residents, identified through outreach work and through inbound work where this is the primary request, and identify underclaiming
- Support residents with water, energy and fuel needs by assisting residents to apply to:
  - ThamesWater schemes

- energy grants
  - social tariffs
- Based on benefits check, advise on eligibility and then help apply residents apply for the relevant benefits, including:
    - Activities: understand eligibility and help apply
    - CTR: Understand eligibility and help apply
    - State Retirement Pension: Understand eligibility and help apply
    - Pension Credit: Understand eligibility and help apply
    - Universal Credit: Understand eligibility and apply, including Limited Capability for Work or Limited Capability for Work Related Activity
    - Housing Benefit: Understand eligibility and apply
  - Understand eligibility for, and help residents to claim additional benefits including:
    - Apply for Freedom Pass
    - Apply for Blue Badge
    - Apply for Healthy Start Vouchers
    - Apply for Free school meals
  - Support residents in debt by:
    - Requesting arrangements for rent and CT arrears
    - Making effective referrals to debt advice agencies
  - Review requests for urgent crisis support and make Home Goods awards, including removals and travel costs, in line with guidance
  - Identify potential underclaiming in disability benefits and work with Money Hub colleagues to complete an effective 'handover' which includes a phone call to the resident, including:
    - PIP (new and appeals)
    - DLA
  - Identify if a resident may be eligible for a Discretionary Housing payment or a discretionary Council Tax reduction payment and work with Money Hub colleagues to complete an effective 'handover' which includes a phone call to the resident
  - Signpost residents to wider support that sits outside the remit of Hackney Money Hub- such as baby bank, food bank, debt advice agencies
  - Write decision letters to residents that are clear, empathetic and tailored to a resident's situation
  - Work with colleagues to ensure outcomes are accurately and consistently recorded and all data is securely held and available to auditors

- Take part in regular 1:1s with your line manager which will include looking together at casework, any development and learning opportunities, any support you need
- Attend team meetings and work with colleagues in the team and across the service to provide the best outcomes for residents
- You will be expected to work in the office one day a week, and in person at outreach events as required and for meetings and training if required
- You will be expected to support approximately 10-15 residents a week

**What skills and experience do we expect you to have, or be looking to develop:**

- Comfortable working directly with residents and taking a holistic, empathetic approach
- Understand eligibility for the referenced welfare benefits, or willing to learn these
- Able to navigate relevant systems including Academy, Comino, Jigsaw and LIFT
- Comfortable working with community partners to deliver joined-up support for residents
- Able to be flexible and take a problem solving approach when working with residents and on different types of cases
- Comfortable working with colleagues within in a team and with other service areas to provide the best outcomes for residents