

## Welfare and Inclusion Specialist

**Reports to:** Tenancy Management Team Leader

**Responsible for:** No Direct Reports

At Red Kite we don't just work for our customers, we work with them. That's one of the reasons why we believe that building and sustaining great relationships is paramount to our future success. To do that we need dedicated and empowered staff who are commercially savvy, innovative but customer and community focussed. We are an ambitious organisation and have a big and exciting inclusion and wellbeing strategy we want to deliver in partnership with other local organisations for the benefit of our community. We know this will happen with the right person. We are looking for someone who understands our culture, is passionate about the community and has a shared vision of achieving sustainable tenancies and maximising potential in our communities. We want to create a sector lead organisation that always look for innovative ways of doing things and promotes inclusion and wellbeing in the community. You will be working within the Relationship Pod supporting not just the Pod but the organisation in delivering our inclusion and wellbeing strategy, ensuring on-going development and achievement of sustainability team's goals and objectives.

The role includes working with new and existing tenants to support them sustain their tenancies, looking out for any future issues and organising the support they might need. To do this you will need to work closely with everyone who is involved with our business. Reporting to our Relationships Growth Manager you will have first-hand information in terms of the agencies and partnership that we work with to support our Community. The right person will focus on coordinating the support for preparing action plans that allow the customer to achieve tenancy goals; helping our customers to improve their life chances through good information, training, coaching and raising awareness via referrals, signposting and other initiatives. You will also be responsible for giving new tenants that brilliant first experience of Red Kite.

### **What we need you to do:**

- You will be responsible for providing targeted advice and support residents sustain their tenancy.
- Be the first point of contact for any referrals in relation to inclusion and wellbeing issues reviewing tenancy sustainability risk.
- Pro-actively work with internal and external partners to signpost to services that will allow residents to maximise their income, improve their wellbeing and access good quality support.
- Have a structured and innovative approach to delivering inclusion and wellbeing tasks
- Work closely with the Relationship Pod and other teams to identify those in need of support
- Be an internal source of expertise on inclusion and wellbeing to support on internal and external communications, leading on staff briefings and training.
- Provide assistance to resident in promoting a positive tenancy sustainability culture and support them realise their potential in the Community.

- Contribute positively to the work of the Relationships Pod and support the delivery of the inclusion and wellbeing strategy.
- Support the Relationship Growth Manager and Inclusion and Wellbeing Project Lead to deliver on the objectives of the Inclusion and Wellbeing Strategy.
- Develop a good working relationship with all colleagues, potential and existing residents

**What you will be responsible for:**

- Ensuring residents have access to relevant support agencies in the community, promote wellbeing and prepare our tenants for the effects of legislative changes.
- Strengthening residents' economic and social capability.
- Helping to maximise the income of identified Red Kite residents.
- Carrying out risk assessments via the referral process to protect the organisation and ensure residents enter tenancies that they are able to sustain.
- Help residents to apply for benefits online and to 'self serve' in the future through training and support.
- Capturing key information and actions carried out to support residents so that we may report on, review success and continually improve the services we provide.
- Increase the financial capabilities by encouraging the take up of benefits and highlight access to other services that can provide support during the early days of a customer's tenancy, promoting Red Kite membership.
- Monitoring and supporting potential customers that provide information through our online portals.
- Supporting the work of the Sustainability Team and wider Relationships Pod to gather information, share knowledge and provide a first-class welcome to Red Kite residents.
- Providing advice, training and supporting materials to internal staff to enable them to help residents where necessary at the first point of contact.

**Where you have come from:**

- A background in inclusion and wellbeing
- Experience in social housing would be an advantage for the right candidate
- A place where you have experience of working directly with the public as well as working as part of a team
- A service delivery environment where you have promoted equality and diversity
- An experience of promoting inclusion and wellbeing in the community

**What our teams will see in you:**

- Excellent communication, reporting and customer service skills with the ability to build lasting relationships
- Someone who prioritises and plans their time effectively to ensure they meet challenging objectives and successful outcomes
- A flexible, supportive, confident, persuasive and dynamic communicator
- A high degree of professionalism, with a willingness to develop a broad range of knowledge about social housing to support their own role and the work of the wider Relationships Pod
- A person who identifies the help and support a resident need to sustain their tenancy

- An individual who has a clear grasp of the constraints facing housing residents in terms of inclusion and wellbeing
- Someone with a knowledge of housing legislation and practical knowledge of the welfare reforms
- Someone with experience of tenancy support and helping others to maximise their income

**As a person, you will:**

- Need to be a friendly, welcoming, warm and supportive person, someone people can trust and confide in for help and support
- Have great verbal and written communication skills, but a particular strength for identifying the needs of individual residents and how to maximise their potential
- Be able to build effective and productive working relationships with colleagues, partners, agencies and our customers/the community
- Be skilled at presenting a positive image of an organisation
- Be an effective decision maker and problem solver with a 'can do' attitude that instils confidence in all those around you
- Have a high degree of personal drive with shared community values and a commitment to the aims and ambitions of Red Kite and more broadly, social housing
- Be a creative 'out of the box' thinker
- Enjoy helping people and get satisfaction from providing support to customers on an individual level