



Specialist Benefits Advisor

Thank you for your interest in joining the team at Emmanuel House.

Below you will find the full job description and person specification. To apply, please send your CV and covering letter/email to jobopportunities@emmanuelhouse.org.uk explaining your suitability for the role.

For any questions about the role, please contact Asia Krzyzanowska, Support Services Manager: asia@emmanuelhouse.org.uk or call 0115 950 7140.

We welcome applications from all backgrounds and communities, including those with lived experience of homelessness. We welcome applications from Black, Asian and Minority Ethnic communities, from people who identify within the Lesbian, Gay, Bisexual and Transgender community (LGBTQ+) and from people who consider themselves to have a disability. We believe people with these lived perspectives have a particular contribution to make to Emmanuel House and the homelessness sector.

About Emmanuel House

Emmanuel House Support Centre is an independent charity supporting people who are homeless, at risk of homelessness, or living in insecure accommodation. We provide practical support, advice, opportunities and integrated services to help people achieve sustainable independence and improve their wellbeing. We are committed to delivering services that are person-centred, trauma-informed and focused on individual strengths and aspirations.

Job overview

The Specialist Benefits Advisor will provide high-quality welfare benefits advice, advocacy, and practical support to people experiencing poverty, financial hardship, homelessness, poor health or other barriers to stability. The postholder will support individuals to maximise their income, access welfare benefits and other financial support they are entitled to.

The role will address immediate financial needs while building long-term financial resilience through personalised advice, advocacy and practical support.

The Specialist Benefit Advisor post is funded through the Crisis and Resilience Fund at Nottingham City Council and will be based at Emmanuel House. The worker may provide outreach across Nottingham in community venues, hostels, supported accommodation and housing services depending on the needs of the service. They will also work with local agencies to improve access to welfare support.



Job Description

Job Title: Specialist Benefit Advisor

Reports to: Community Connections Manager

Salary: £31,835 per annum

Working hours: 37.5 hours per week

Tenure: Fixed-term to 31st March 2029

Location: Emmanuel House Support Centre

Purpose: To provide high-quality welfare benefits advice, advocacy and practical support to people experiencing poverty, financial hardship, homelessness, poor health or other barriers to stability. The postholder will support individuals to maximise their income, access welfare benefits and other financial support they are entitled to. The role will address immediate financial needs while building long-term financial resilience through personalised advice, advocacy and practical support.

CORE RESPONSIBILITIES

Benefits advice and support

- Provide specialist advice and guidance on welfare benefits, including Universal Credit, Personal Independence Payment (PIP), Employment and Support Allowance (ESA), Housing Benefit, Pension Credit, Council Tax Support and related entitlements.
- Support individuals to complete benefit applications, online claims and collect supporting evidence forms.
- Help clients to understand benefit decisions, correspondence and requests for information from statutory agencies.
- Maintain up-to-date knowledge of welfare benefits legislation changes.

Appeals, challenges and advocacy

- Support clients through benefits reviews, mandatory reconsiderations and appeal processes.
- Prepare supporting evidence and written submissions where appropriate.
- Advocate on behalf of clients with DWP, local authorities and other agencies.
- Support individuals to attend assessments and meetings when required.

Financial wellbeing and income maximisation

- Identify opportunities to increase income through welfare rights benefits, charitable grants, discretionary payments and local support schemes.
- Support clients experiencing financial crisis to access emergency assistance and practical support.
- Provide guidance on budgeting, financial planning and managing household finances.



Homelessness prevention

- Work proactively with individuals at risk of homelessness due to benefit issues, debt or financial hardship.
- Identify barriers and develop practical support plans that address financial challenges and reduce the likelihood of homelessness.
- Work alongside Emmanuel House colleagues to provide holistic support to people with complex needs.

Partnership working and community engagement

- Build positive relationships with housing providers, health services, statutory agencies and other voluntary organisations.
- Signpost and refer clients to specialist services where additional support is required.
- Promote awareness of welfare benefits and financial inclusion services across local community.
- Work flexibly across service locations when required.

Workshops and group support

- Develop and deliver information sessions, workshops and drop-in advice services.
- Provide accessible information on welfare benefits, budgeting and accessing relevant support services.
- Support service users to improve confidence in managing benefit claims and financial matters.

Case Management and record keeping

- Manage a caseload of clients with varying levels of need and complexity.
- Maintain accurate, confidential and timely records using organisational systems.
- Monitor outcomes and contribute to service reporting requirements.
- Ensure documentation meets professional, legal and funding requirements.

Team responsibilities

- Contribute to a safe, inclusive and welcoming environment.
- Promote dignity, respect, equality and social inclusion in all interactions.
- Follow Emmanuel House policies and procedures, including safeguarding, confidentiality, GDPR and Health & Safety.
- Take part in supervision, training, staff meetings and development, and be committed to your own professional development.



Emmanuel House
Sharing the journey

- Represent Emmanuel House positively with colleagues, volunteers, partners and the community.
- Carry out reasonable duties requested by your line manager that are appropriate to the post.



Registered Charity Number: 1077424

**Recognising 50 Years of
Emmanuel House**

Established in 1976

Person Specification - knowledge, skills and experience

E = essential D = desirable

Qualifications	
• Educated to GCSE level or equivalent, including English and Mathematics.	E
• Relevant training in welfare benefits, advice work and money advice.	D
Knowledge	
• Good knowledge of the UK welfare benefits system including Universal Credit, PIP, ESA, Housing Benefit and Council Tax Support. • Understanding of welfare benefits legislation and eligibility criteria, including income, capital, disability and household circumstances. • Knowledge of benefit applications, reviews, mandatory reconsiderations and appeals, with the ability to support clients through these processes. • Up-to-date knowledge of welfare reform and changes to benefits legislation, with a commitment to ongoing professional development.	E
• Knowledge of local homelessness pathways and support services.	D
Experience	
• Experience supporting homeless, vulnerable or disadvantaged people to access welfare benefits and services. • Experience supporting people with complex needs, who may have financial hardship, disability and barriers to accessing benefits and services. • Experience of providing welfare benefits advice and advocacy, including assisting clients with benefit applications, assessments, reviews, mandatory reconsiderations and appeals. • Experience working with partner agencies to support vulnerable people with financial stability, accommodation and access to services.	E
Skills and abilities	
• Excellent communication and interpersonal skills. • Ability to explain complex welfare benefits information clearly and sensitively. • Ability to work independently and manage competing priorities. • Strong organisational and time management skills. • Ability to maintain accurate records and produce clear written reports. • Competent IT skills, including Microsoft Office and electronic case management systems. • Ability to work effectively as part of support centre team. • Ability to facilitate group activities or workshops. • Ability to advocate on clients' behalf with relevant services.	E



Personal qualities	
• Commitment to the values and mission of Emmanuel House. • Compassionate, resilient and supportive approach. • Strong sense of accountability and professionalism. • Commitment to equality, diversity and inclusion. • Ability to remain calm under pressure and manage challenging situations. • Commitment to continuous improvement and learning. • Person-centred and empowering approach to supporting individuals.	E
Working requirements	
• Ability to work flexibly across Nottingham and at multiple service locations. • Ability to undertake outreach and community-based work. • Willingness to work occasional evenings or weekends as service delivery requires. • Ability to travel independently across the city to meet service delivery requirements.	E