

**Job title:** Advice & Wellbeing Specialist  
**Line manager:** Advice & Wellbeing Team Leader  
**Grade (if applicable):** 4  
**Direct reports:** N/A



## Role purpose:

As an Advice and Wellbeing Specialist, you will report to the Advice and Wellbeing Team Leader. You will deliver proactive and trauma informed support to meet the holistic needs of residents facing complex and vulnerable circumstances to not only sustain their tenancies, but to truly flourish in their homes and neighbourhoods. You will work closely and collaboratively with residents in their homes and neighbourhoods to understand their immediate needs, as well as their wider goals and aspirations to achieve sustainable outcomes. You will do this through a mix of direct support and advocacy, as well as exceptional partnership working with other Peabody teams, our contractors, statutory and voluntary services, and by supporting local wellbeing projects.

## Key results:

- As the Advice and Wellbeing Specialist, you will be providing holistic wellbeing support that supports residents to sustain their tenancies successfully.
- Ensure residents can quickly and easily access a wide range of quality advice and support directly through you and your network of both statutory and voluntary sector partners.
- Actively build strong partnerships with other Peabody teams, housing associations, local authorities, statutory and voluntary services to promote effective multi-agency working and information sharing.
- Make sure colleagues and contractors can easily access advice and make referrals to you when they come across residents needing support by being visible, engaged, and present in your locality, and by supporting the triage system.
- Take ownership of delivering a brilliant customer experience, whilst maximising the use of meaningful referrals to both statutory and voluntary services.
- Help build the capacity of colleagues and contractors to identify resident needs and to make early referrals by sharing regular feedback and encouraging professional curiosity at team meetings, toolbox talks and case conferences.
- Work with the Allocations, Financial Inclusion and Neighbourhoods teams to target early tenancy support to new residents who need this and ensure others know how to access your support if facing any difficulties in the future.
- Support the delivery and promotion of wellbeing hubs and cafes, as well as other projects in your region.
- Highlight the impact of your work by complying with reporting requirements, collecting case studies, encouraging honest reviews and feedback, and contributing articles/content for the resident's magazine and other communications channels such as The Vine and Workplace.

## Success metrics:

- Ensure compliance with policies, operating procedures with a particular focus on health and safety, lone working, and safeguarding.

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- Ensure the proactive and accurate use of systems for initial assessments, devising action plans, keeping notes, reporting, and evaluation to clearly demonstrates the impact of your service.
- Meet or exceed agreed targets relating to referrals, caseload, including triaging, tenancies sustained, and evictions prevented, savings and social value generated for the business, early tenancy support, meaningful referrals to other services, use of advice hubs and cafes.
- Maximising additional income for residents, evidencing increased wellbeing and the achievement of personal goals for residents.
- Supporting the achievement of customer satisfaction and team engagement targets for your region.
- Increased engagement and consistent positive feedback from internal teams and contractors, as well as external partners and stakeholders.

## About you:

### You will be:

- An expert in a range of advice, wellbeing, and advocacy services with extensive experience of managing a large and varied caseload.
- Self-motivated and resilient with a successful track record of engaging and supporting people facing vulnerable and complex circumstances.
- Able to build good working relationships with internal team and external stakeholders, representing the organisation positively.
- Experienced in working in different settings and effectively managing risks for yourself and residents.

### You will have:

- In-depth knowledge and experience of wide range of advice, wellbeing, and advocacy services such as tenancy support, physical and mental health, social prescribing, family intervention, digital inclusion, safeguarding etc.
- An in-depth understanding of the operating context of social housing and the challenges faced by residents relating to poverty, inequality, and exclusion.
- A recognised advice, information, and guidance qualification and/or a similar qualification in a related field such as welfare rights, counselling, coaching etc.
- A demonstrable commitment to our values, which are to do the right thing, pull together, celebrate diversity, love new ideas, be kind and keep our promises.

**An enhanced Disclosure and Barring Service (DBS) check is required for this role and requires a full, clean driving licence for roles based in North Counties and Greater London.**

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