

Job Description

Job title:	Inclusion Partner
Reports to:	Community Development and Inclusion Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

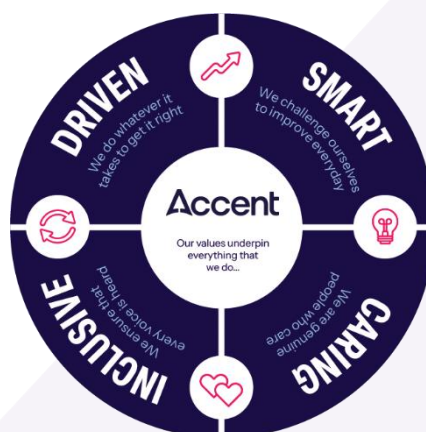
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As an Inclusion Partner, your role will focus on providing critical support services to our customers across all tenures, helping them maintain and sustain their homes through financial and digital inclusion initiatives. You will serve as a key advisor to internal teams, offering guidance on available resources and partnerships to support customers in overcoming exclusion. You will work with the Housing Services Team to develop partnerships with external agencies, to enhance our signposting offer, providing training and upskill the Housing Services Team to enable them to support customers who are facing any type of exclusion.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As an Inclusion Partner, you will exemplify these values by working with customers who are faced with a complex situation that would require more specialist knowledge to enable them to address their difficulties, such as maximising their income or supporting them to become digitally or socially included.



Key Responsibilities and Duties

- Provide support to vulnerable tenants by delivering financial and digital inclusion services that help them sustain their homes and improve their wellbeing.
- Organise and deliver income maximisation sessions to vulnerable customers, ensuring they receive the correct welfare benefits and financial support.
- Maintain and record outcomes on our social value dashboard (HACT)
- Assist customers with completing and submitting applications for benefits, grants, and trust funds, and provide advice on other income maximisation options.
- Maintain up-to-date records of agencies and services that are available to support customers in times of hardship.
- Collaborate with internal teams to provide advice on addressing customer hardship and improving financial resilience.
- Develop and manage service-level agreements with partner agencies, ensuring that commitments are met and desired outcomes are achieved.
- Support the IT team in promoting digital inclusion by helping customers utilise Accent's self-service channels and improve their digital literacy.
- Advocate for the use of digital tools and resources to improve customer independence and access to mainstream services.
- Regularly report on outcomes and identify key success measures to ensure services are making a positive impact on customers.

The must haves:

- Strong knowledge of welfare benefits, grants, and income maximisation tools.
- Understanding of digital inclusion methods and the delivery of high-quality services through technology.
- Experience delivering support and guidance to customers across multiple communication channels.
- Proven ability to work across departments and collaborate with multiple stakeholders.
- Experience working with statutory and third-sector organisations to deliver services to vulnerable populations.
- Strong understanding of GDPR and customer data handling, as well as safeguarding practices.
- CIH Level 3 Certificate in Housing or equivalent (or willingness to work towards) or qualified through experience

The added extras:

- Experience in a similar role within the housing or social sector.
- Understanding of statutory changes impacting the social housing sector.
- Active membership of the Chartered Institute of Housing.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.