



Welfare Rights Officer

Part Time

V	Visible in the community
I	Inclusive and fair
S	Safe and secure homes
I	Investing in our future
O	Open and accountable
N	Not-for-profit, for people

This VISION defines the Association's purpose.
Everything we do links to one or more of these aims.
Our strategic and operational plans stem from our
core objectives, and although these may change from
time to time, our VISION does not.

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Introduction

Welcome

Thank you for your interest in joining Yorkhill Housing Association.

We are proud to be a community-based housing association with a strong commitment to providing high-quality homes and services, supporting our tenants and communities, and creating a positive environment for our staff. Our people are central to everything we do, and we are looking for someone who will share our values, bring their own skills and experience to the role, and contribute positively to the continued development of the Association.



I hope this recruitment pack gives you a clear sense of the role, our organisation, and what you can expect from working with us. If you feel that your experience, approach and ambitions align with what we are looking for, I would warmly encourage you to apply. Thank you again for your interest in Yorkhill Housing Association, and I wish you every success with your application.

A handwritten signature in blue ink, appearing to read 'Tony Mallaghan'.

Tony Mallaghan
Chief Executive

Overview

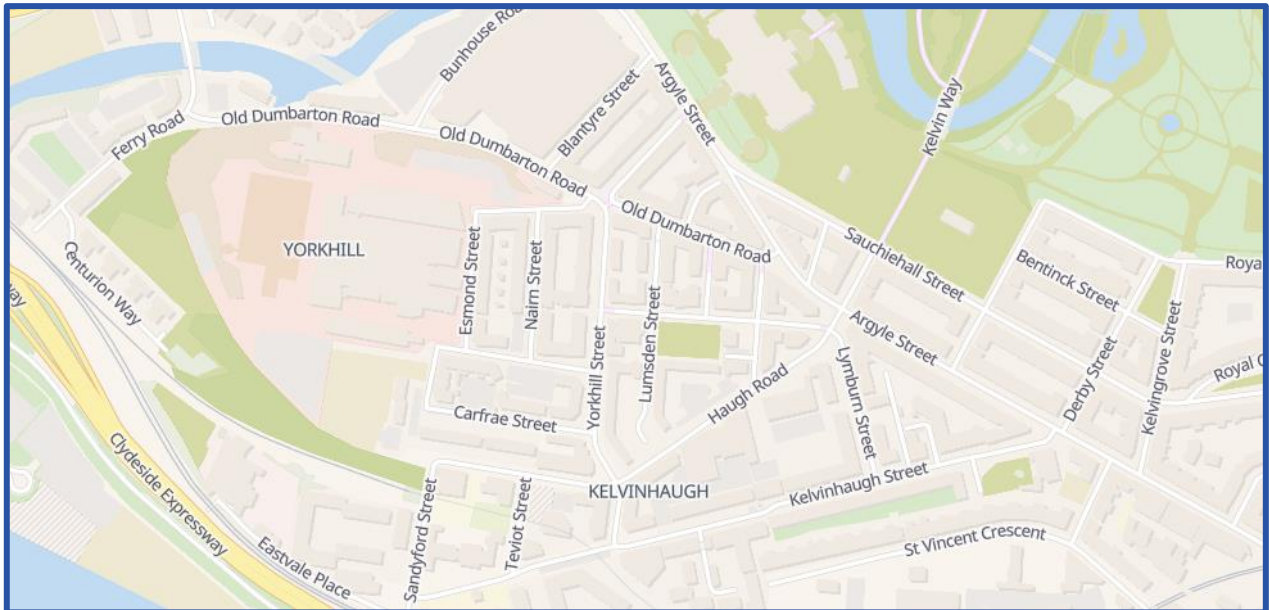


Yorkhill Housing Association Ltd is a small community-based organisation with charitable status operating in the West End of Glasgow. It was first established in 1977 by a group of local residents who were anxious to improve the standard of local homes with the assistance of significant grant funding from central and local governments.

Today the Association owns 472 flats - mostly tenements - and manages a further 494 units on behalf of owners, whether that be housing or commercial premises. It is still managed by a voluntary committee of local residents and interested parties elected by our membership.

The area of operations is compact, stretching west between Argyle Street at Kelvinhaugh Street and Argyle Street at Bunhouse Road (Kelvin Hall). At the back of the area, the River Clyde provides a natural boundary.

Yorkhill Housing Association Ltd is registered with the Scottish Housing Regulator and the Financial Conduct Authority as a not-for-profit Registered Social Landlord. (RSL). We are a Registered Scottish Charity & Property Factor. All YHA business activities are governed by legislation and registration conditions.



Key Facts

(as of 31 st March 2026)	
Year YHA was established	1977
Legal form	Community Benefit Society (non-profit distributing) Registered Scottish Charity
Number of voluntary Management Committee (MC) members	13 MC members All are unpaid volunteers, with a mix of YHA tenants, factored owners, members who live outside Yorkhill, and sector professionals
Current number of shareholding members	67
Number of YHA properties for rent	472
Number of properties factored by YHA	490 (425 which are residential properties, the remainder being commercial)
Tenant satisfaction rate (% of tenants surveyed)	(External Survey 2025/26)
YHA's overall service	87.26%
Rent represents good value for money	91.98%
YHA keeps tenants informed	99.06%
Opportunities to participate	98.58%
Repairs satisfaction	90.00%
Quality of home	87.26%
Factoring service	82.45%
Income from rents and service charges receivable in 2025/26	£2.3M
Management fees income for factoring services in 2025/26	£94.5k
Average 2 apartment weekly rent	£94.06 per week
Average weekly rent (inc. service charges)	£95.77 per week
Total private loan funding (current loan balances)	£905k
Debt per unit	£1,919
Loan/interest repayments for 2025/26	£22k (interest) £56.8k (capital)
Office-based staff (full time equivalent)	19
Budgeted spend for reactive, void and cyclical maintenance 2025/26	£460k
Budgeted spend on planned and major repairs 2025/26 (major repairs, non-capital)	£85k

Post of Welfare Rights Officer

Background

The Welfare Rights Officer will be based within the Advice Team and will work closely with tenants and residents to maximise household income, sustain tenancies and alleviate financial hardship.

The postholder will provide advice, information and practical assistance in relation to welfare benefits and money matters, supporting residents through benefit claims, appeals and referrals to appropriate services.

The core duties of the post are described in the enclosed Job Description.

The contracted hours for this post are 17.5 hours per week. Yorkhill Housing Association is currently trialling a four-day working week and, whilst this arrangement remains in place, the working hours for this post will be 16 hours per week. Salary and all contractual benefits will be based on the substantive contracted hours of 17.5 hours per week.

Occasional evening attendance at meetings, events or resident consultations may be required.

Effective communication, customer service, accurate record keeping and partnership working are essential aspects of this role.



Conditions of Service

Yorkhill Housing Association Ltd is a member of Employers in Voluntary Housing (EVH) and operates terms and conditions agreed between EVH and the recognised Trade Union. Conditions include:

- Defined Contribution Pension Scheme
- 25 days annual leave (pro-rata)
- 15 public holidays (pro-rata)
- Flexible working arrangements where appropriate
- Learning and development opportunities

All staff are employed in accordance with EVH grading guidelines and salary scales. A supervision and appraisal system is in operation to support staff development and performance.

Job Description

Job Title	Welfare Rights Officer
Work Location	Yorkhill Housing Association 1271 Argyle Street Glasgow, G3 8TH
Hours of Work	Part Time (17.5 hours per week) Working pattern to be agreed *Yorkhill Housing Association is currently piloting a 4-Day Working Week until 31 st March 2027. During this pilot the hours will reduce to 16 hours per week. Salary is not affected.
Grade	EVH Grade 7 (£42,707 - £46,895)
Contract	Permanent
Reports to	Deputy Chief Executive
Closing Date	Monday 21 st September 2026 at 5pm

Post Objectives

- 1.1** To provide a comprehensive welfare rights and income maximisation service to tenants and residents.
- 1.2** To support tenancy sustainment through early intervention, advice, advocacy and referrals.
- 1.3** To contribute to the Association's wider objectives by reducing financial hardship and promoting successful tenancies.
- 1.4** To ensure all welfare rights activities are delivered in accordance with current legislation, regulatory requirements and Association policies.

Accountability

- 2.1** Directly accountable to the Deputy Chief Executive.
- 2.2** Accountable to the Management Committee through the Deputy Chief Executive and Senior Management Team.

Allocation of Duties

3.1 The overall allocation of duties will be determined by the Deputy Chief Executive.

3.2 All duties and responsibilities relating to this position shall fall within the appropriate EVH grading guidance.

Duties & Responsibilities

- Act as the Association's first point of contact for welfare rights advice and support.
- Provide advice and assistance regarding Universal Credit, Housing Benefit, Council Tax Reduction, Scottish Welfare Fund and other welfare benefits.
- Support tenants to maximise household income through benefit entitlement checks and claims.
- Assist residents to complete and submit benefit applications and supporting documentation.
- Maintain responsibility for welfare rights casework from referral through to conclusion.
- Represent and advocate on behalf of tenants where appropriate.
- Assist tenants with mandatory reconsiderations, appeals and tribunal preparation.
- Liaise confidently with the Department for Work and Pensions, Social Security Scotland, Glasgow City Council and other external agencies.
- Maintain accurate case records and management information systems.
- Produce performance information and statistical reports as required.
- Identify tenants at risk of financial hardship and intervene appropriately.
- Provide welfare rights support to new tenants at tenancy commencement.
- Deliver information sessions, workshops and awareness activities for residents.
- Provide support and guidance to colleagues on welfare reform and benefits-related matters.
- Contribute to tenancy sustainment initiatives and organisational objectives.
- Identify external funding opportunities relating to welfare rights and financial inclusion initiatives.
- Ensure confidentiality is maintained in all aspects of service delivery.
- Maximise the use of the Association's ICT systems.
- Undertake any other duties consistent with the purposes of the post.

Support Duties

Assisting the Deputy Chief Executive and Senior Management Team with:

- Welfare rights service development
- Financial inclusion initiatives
- Tenant engagement activities
- Community events and advice surgeries
- Performance reporting
- Policy development and review
- Funding applications and reporting requirements
- Partnership working and external networking

Resident Communication Strategies

Participation in and implementation of organisational strategies to improve communication and engagement with residents including:

- Newsletters
- Resident events
- Advice surgeries
- Digital communication initiatives
- Community consultation exercises

Committee Servicing and Reporting Procedures

- Attend Management Committee or Sub-Committee meetings as required.
- Prepare reports and performance information as required by Management Committee, Senior Management Team or external funders.

General Responsibilities and Duties

Health and Safety

- Comply with all relevant health and safety legislation and procedures.
- Report hazards, incidents and accidents in accordance with Association policy.

Equal Opportunities

- Support the Association's commitment to equality, diversity and inclusion.
- Deliver services fairly and consistently to all residents.

Training and Development

- Participate in training, conferences and professional development activities.
- Maintain up-to-date knowledge of welfare reform and housing legislation.

Communication

- Participate in team meetings and organisational events.
- Maintain effective communication with colleagues, residents and partner agencies.

Organisational Objectives

- Contribute to achievement of the Association's strategic objectives.
- Support continuous improvement and service excellence.

Experience and Knowledge

Criteria	Essential	Desirable
Welfare rights experience including advice provision and support with claims	*	
Experience of maximising household income for clients	*	
Experience of case management from referral to outcome	*	
Experience of working in a customer-focused environment	*	
Knowledge of Universal Credit, Housing Benefit and wider welfare benefits systems	*	
Experience of working with vulnerable individuals or households	*	
Experience within social housing		*
Experience of tenancy sustainment work		*
Experience of advocacy and representation		*
Experience supporting benefit appeals and tribunals		*
Experience of external funding applications		*

Skills and Abilities

Criteria	Essential	Desirable
Excellent communication and interpersonal skills	*	
Commitment to excellent customer service	*	
Ability to manage a varied caseload and prioritise workload effectively	*	
Strong planning and organisational skills	*	
Ability to work independently and manage lone working situations	*	
Ability to work effectively as part of a team	*	
Proficient IT skills including Microsoft Office applications	*	

Criteria	Essential	Desirable
Ability to analyse information and produce reports	*	
Ability to develop effective partnerships with external agencies	*	
Performance driven with a focus on outcomes	*	

Qualifications

Criteria	Essential	Desirable
English at SCQF Level 5 or equivalent	*	
Relevant advice, welfare rights, housing or community care qualification		*

Other Requirements

Criteria	Essential	Desirable
Flexibility, commitment and enthusiasm	*	
Commitment to Yorkhill Housing Association values	*	
Availability for occasional evening work	*	

How to Apply

Process

If you believe that you meet the criteria of the job role, we would encourage you to apply by completing the application form available on our website (www.yorkhillha.org).

Please note, we want to compare your experience, skills and knowledge with the requirements for this role. You should, by use of example, demonstrate how you satisfy the criteria detailed in the person specification. This does not have to be from paid work but can be from other experience. Please clearly state which criteria you are referring to when completing your application.

Please submit your completed application form by **5pm on Monday 21st September 2026** to Recruitment@evh.org.uk. Applications received after this time, will not be considered.

All relevant information should be included in the application form. Please do not include a CV or attach any other information, as this will not be considered during the shortlisting process.

Please note that you will receive an acknowledgement of your application. If you do not receive this, please contact our recruitment partner, EVH on 0141 352 7435.

Equal Opportunities

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

If you consider yourself to have a disability please detail on your application form any reasonable adjustments that we can make for you as part of the recruitment process. If you would like to discuss any reasonable adjustments please contact Grant Kennedy, Deputy Chief Executive on 0141 285 7910 or administration@yorkhillha.org.