

Job Description

Wellbeing and Community Adviser

Reference: CS025

Date: August 2026

	Job Family:	Wellbeing and Community Safety
Level:	2	
Band:	5	
Career Track:	Technical, Professional and Supervisory	

Job Purpose

To provide frontline administrative and practical support to residents seeking assistance under the Council's Crisis and Resilience Policy.

Deliver advice, guidance and support to residents requiring welfare, financial or vulnerability-related assistance, including effective signposting and referral to trusted partner organisations.

Support residents to access benefits, local welfare assistance schemes and other relevant services, ensuring a timely, accurate and customer-focused approach in line with Northumberland County Council policies and procedures.

Adopt an assets-based, strengths and place-focused approach to support the building blocks of a good life, tackle inequalities and contribute to the delivery of the Council's Communities First approach.

Duties and Responsibilities

Initial Contact, Triage & Assessment

- Carry out initial enquiries, triage and structured assessments to identify resident financial, social and wellbeing needs.
- Determine appropriate interventions, support pathways and eligibility for welfare assistance within policy guidelines.
- Identify safeguarding concerns and take appropriate action in line with procedures.

Application Processing, Decision-Making & Financial Accountability

- Make decisions on local welfare assistance awards, exercising judgement within policy and guidance.
- Authorise financial awards within delegated limits, ensuring consistent and defensible decision-making.
- Monitor caseload spend, escalating risks and identifying trends to support service improvement.

Case Management & Service Delivery

- Independently manage a caseload from initial assessment through to outcome.
- Prioritise workload and make decisions on case progression, escalating where required.

Supervision, Coordination and Team Support

- Coordinate day-to-day work of support staff, including task allocation, prioritisation and quality checking.
- Provide guidance, mentoring and support to ensure consistent practice and staff development.

Partnership & Community Engagement

- Deliver outreach activity and work with partners to improve outcomes and support early intervention.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 2 qualification including numeracy and literacy

Knowledge, Skills and Experience

- Applied knowledge welfare support schemes, local authority services, factors affecting vulnerable residents and influencing inequalities across Northumberland.
- Experience of assessing individual needs and determining appropriate support interventions.
- Track record of working with vulnerable individuals, including those who may present with challenging behaviours.
- Skilled in tailoring messages to varied audiences and contexts.
- Experience of making decisions within policy frameworks, including the use of discretion.
- Experience of coordinating or guiding the work of others within a team environment.
- Making Every Contact Count (MECC)

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.

- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service

Strengths

- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Learner:** You are inquisitive, seek out new information and look for new ways to develop yourself.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.
- **Service focused:** You look for ways to serve customers putting their needs at the heart of everything you do.

Desirable