

SNAPSHOT OF A WELFARE COACH



We love our work at SOAR supporting individuals to make positive changes in their lives. The following case study gives you, as a potential applicant, an insight into the role of a Welfare Coach and our approach to casework.

I first met Sue* in the summer of 2020 when delivering a food parcel to her cousin.

Having spoken to Sue later that day it was apparent that she had been in a controlling and financial relationship for many years at this stage, and had recently left her partner. Sue was being supported by social services as she had a 9-month-old daughter.

I worked with Sue in securing accommodation. It was agreed jointly by all parties involved that a supported tenancy was the way forward. Sue had been evicted from her previous council tenancy on rent arrears. This was mainly due to her not taking responsibility in making a claim for housing benefits, and she also has a history of poor budgeting skills.

Sue was successfully placed in a supported tenancy with Places for People.

While Sue was supported by social services and other agencies, I was also invited to attend meetings in an advocate capacity.

Moving on to July 2022, Sue was awarded a 'leaving hostels' priority and in August she was offered and signed up for a 2-bed house.

I have been working with Places for People in securing a resettlement grant of £450 to provide some carpets for the new house. Working with other colleagues, beds and other furniture were secured from St Vincent's, and I have completed a Local Assistance Scheme referral for white goods etc which has been successful.

Sue has been struggling with her mental health and with encouragement has now been back to see her GP to re-assess her medication. Sue also has historical debts, and a financial report has been requested so a SOAR colleague can look into a DRO.

**name changed to protect identity.*

We hope you have found this case study interesting, and that it provides insight into the role of a Welfare Coach. If you would like to discuss the vacant post in more detail please contact Julie Bramall (Senior Welfare Coach):

07825 255 343 or julie.bramall@soarcommunity.org.uk. Good luck from SOAR!