

JOB DESCRIPTION

**YMDDIRIEDOLAETH
GOFALWYR**

Croesffyrdd
Gorllewin Cymru

**CARERS
TRUST**

Crossroads
West Wales

TITLE:	Financial Wellbeing Officer
CONTRACT TYPE:	Fixed term until 31 st March 2029
SALARY:	£25,927 per annum pro rata. Please note that an increase in pay for this post is currently under review and is subject to approval.
DBS:	Enhanced DBS required with Adult Barring Check
HOURS:	20 hours per week
EMPLOYED BY:	Carers Trust Crossroads West Wales
RESPONSIBLE TO:	Financial Wellbeing Services Coordinator
LOCATION:	Haverfordwest Office / Hybrid Working

OVERALL AIMS OF THE POST:

- Provide information, advice and support to carers throughout West Wales (but primarily in Pembrokeshire) who are experiencing financial hardship
- Work with colleagues to ensure carers are supported to access other existing services.

Areas of Responsibility

- To act as a point of contact for carers experiencing financial hardship and to take a holistic approach to assessing financial wellbeing
- To produce information for carers and assist them to access a range of grants, discounts and concessions available to them and the individuals they care for
- To support carers to develop tools to effectively to manage their finances and promote financial sustainability
- To support the delivery of informal workshops, talks and drop-in information sessions, for example on budgeting skills, etc. to help carers become more financially resilient.
- To support carers through local community groups in community settings

- To develop and promote partnerships with community food networks including food banks, community fridges etc.
- To develop and promote partnerships with community fuel networks including fuel co-operatives
- To help maximise carers' income by completing benefits checks & benefit applications for carers, signposting onwards for specialist Welfare Benefits case work.
- To support carers to switch tariffs, access social tariffs and to claim payments including the Warm Homes Discount
- To support carers to apply for the Priority Service Register with energy providers
- To work with all teams within Carers Trust Crossroads West Wales to identify carers who are experiencing financial hardship
- To work with partner agencies and others who may have contact with carers in their caring role, to increase the number of carers known to the service and to other services across West Wales. This may include activities such as attendance at events, manning stalls, providing briefings for professionals, attending drop-ins, manning points of contact in surgeries, hospitals, etc.
- When carers are referred to the project, assess their needs and jointly agree a plan to address those needs adopting a person-centred strengths-based approach – either through direct activity or by referring to other agencies.
- Where other services may be more appropriate to meeting the needs of a carers make referrals to these services – as agreed with the individual carer.
- To raise carer awareness through involvement in carer and related community events e.g. Carers Week and Carers Rights Day.

Team working/Networking and Liaison

- To be aware of opportunities for new partnership working, and help to develop clear protocols for joint working
- To foster and maintain existing partnerships with a wide range of statutory, voluntary and community group and forums.
- To develop effective teamwork through informal and formal communication with colleagues and regular attendance and input into team meetings etc.

- To offer and provide team cover and continuity of services to carers in the event of colleagues planned/unplanned absence i.e. annual leave etc.

Administrative/Service Development

- To maintain accurate case records on our Customer Relationship Management system
- To assist in collating carer feedback and information to evidence need for improvement of existing carers services and/or development of new services
- To produce evidence based impactful case studies to demonstrate the effectiveness of the support provided
- To assist in the preparation of information reports as required by funders
- To carry out all duties in accordance with the requirements of the Health and Safety at Work Act, adopting safe working practices always.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Carers Trust.
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied always
- To comply with Carers Trust staff Code of Conduct.
- To undertake any other duties that may be considered commensurate with the level of the post.

Person specification

Essential	Desirable
Experience Experience of delivering financial support and/or welfare benefits advice and support Experience of providing information, advice and support to vulnerable individuals Direct experience of working for a support service and achieving positive outcomes for beneficiaries Experience of supporting clients who are in distress or financial crisis, this could include support to access emergency hardship grants, etc. Working with and implementing policies, procedures and guidance Solution focussed / problem solving ability	Experience of networking and liaising with a range of statutory and voluntary organisations Experience of delivering informal talks / training / workshops
Qualifications A good standard of general education or ability to demonstrate relevant experience Level 4 Diploma in Advice & Guidance (or a commitment to achieve this)	City & Guilds Money Guiders NVQ/QCF in a relevant subject e.g. Health & Social Care
Skills and abilities Excellent communication and interpersonal skills Highly organised working methods with an ability to write and update accurate records Ability to use IT effectively including email, Word and experience of using data	Understanding of relevant legislation Ability to communicate in Welsh

bases Ability to maintain confidentiality Ability to use your initiative and work independently and as part of a team Ability to work in a fast-paced environment and to plan, triage and prioritise case work effectively Good self-awareness and commitment to continuous professional development	
Knowledge An understanding of carers and the impact of caring Clear understanding of the Health & Safety at Work Act and own and others' responsibilities	An understanding of the statutory and third sector support service provision in West Wales A knowledge of legislation and regulatory bodies relating to the giving of financial information, advice and guidance
Other Valid Driving Licence and access to a vehicle for work purposes and ability to travel throughout Pembrokeshire. This will include occasional client home visits, networking events, etc. Occasional travel to Carmarthenshire and/or Ceredigion might be required.	