

Job Description

<u>Job Title</u>	Financial Wellbeing Officer
<u>Team</u>	Carer Money Matters
<u>Accountable to</u>	Head of Grant Initiatives and Service Management
<u>Geographical Area</u>	Dorset / Wiltshire County
<u>Based at</u>	Remote Contract / Within the local community
<u>Hours of Work</u>	Full and Part Time Vacancies Available. Usual working hours are between 9 - 5pm, Monday to Friday.
<u>Pay Scale</u>	£28,000 FTE

About the Role

This is a very exciting time to join Carer Support Wiltshire as we launch our brand-new service, **Carer Money Matters!** As we embark on this new initiative, we are looking for passionate individuals to join our team and help shape the future of financial wellbeing support for unpaid carers. If you are looking for a role where you can make a tangible impact and be part of something innovative from the ground up, now is the perfect time to join us!

About Us

Carer Support Wiltshire is a registered charity dedicated to supporting unpaid carers aged five and upwards across Wiltshire. We aim to create a society that values and supports the incredible work of unpaid carers. We also operate as **Carer Support Dorset**, commissioned by Dorset Council to be the Lead Carer Organisation, Our services include access to a wide range of resources, advice, and information to help carers manage their responsibilities. We also give carers a voice by working with health and social care professionals, employers, educational institutions, and other stakeholders to raise awareness of the challenges carers face and promote best practices in supporting them.

About Carer Money Matters

As a network partner of the **Carers Trust**, we have been awarded the **Fuel Poverty Alleviation Fund** to develop and launch a new service called **Carer Money Matters**. This service will be available to carers across Wiltshire and Dorset, offering support and advice on financial issues such as managing energy debt, reducing energy consumption, debt management, and building long-term financial resilience.

This service comes at a crucial time. In a 2022 survey by the Carers Trust, **47% of unpaid carers** reported struggling to make ends meet. Through Carer Money Matters, our **Financial Wellbeing Officers** will provide guidance not only for carers but also for those they care for, helping them navigate the complexities of managing their finances while balancing their caregiving responsibilities.

As a **Financial Wellbeing Officer**, you will be part of an exciting new team providing much-needed support to carers in both Wiltshire and Dorset. This is a unique opportunity to shape the future of financial wellbeing support for carers in the region.

Key Duties and Responsibilities

The post holder will:

- Answer incoming calls from carers, providing information, support, and advice, including signposting and referrals to relevant agencies.
- Develop and maintain knowledge of local, county-wide, and national resources available to carers of all ages.
- Provide one-to-one support to carers, which may include face-to-face home visits, community events, and telephone or online appointments.
- Develop, promote, and deliver fuel poverty and income maximisation talks to carers and professionals.
- Travel across the county and to neighbouring areas as required to meet with carers, attend meetings, and participate in community events or training sessions.
- Register and refer carers or their homes for priority services with utility suppliers.
- Help carers apply for carbon monoxide alarms and locking cooker valves for high-risk households.
- Provide work and career support for carers balancing employment with caring responsibilities, including job searching, interview practice, and CV advice.
- Maintain accurate and timely records of all interactions using Charitylog and other reporting systems as required.
- Regularly liaise with the manager to review workloads and prioritise tasks.
- Attend supervision meetings to share best practices and ensure your own support needs are met.
- Stay informed on legislation and policies that affect carers' rights.
- Ensure safeguarding policies and procedures are followed at all times.

Additional Occasional Responsibilities

As a member of a small team, the post holder will be expected to support colleagues as necessary by:

- Working flexibly to meet the needs of the service, which may include occasional weekend or evening hours, and undertaking reasonable duties as required to meet carers' needs.
- Demonstrating Carer Support values, including being people-focused, maintaining a can-do approach, striving for excellence, and showing mutual respect for everyone we work with.
- Actively contributing to and participating in publicity events, representing the organisation positively, and raising awareness of carers' needs.

General Requirements

The post holder will be expected to:

- Possess the essential skills as detailed in the person specification.
- Maintain a confidential, sensitive, and discreet approach to personal, sensitive, and organisational information.
- Contribute to a culture of equality and demonstrate a commitment to eliminating all forms of discrimination, both as a colleague and as a provider of services to carers.

Person Specification: Financial Wellbeing Officer

Important: A person specification is an accepted method of identifying who, from a range of candidates for a post, most closely matches the needs of the organisation and the tasks outlined in the job description. It will be used at both short-listing and interview stages. The person specification is issued with the job description so that the applicants can make judgements themselves about their ability to do the job. When completing the application form please mention your abilities for each section of the person specification, failure to do so may affect your short-listing score.

	How assessed	Essential / Desirable
Qualifications		
Evidence of a good general education	Application / Certificates	Essential
Knowledge of UK's welfare benefit and tax credit system, particularly benefits available to carers and their dependants	Application / Certificates	Essential
Experience		
Experience in providing advice and support via phone and face-to-face to a diverse range of individuals	Application and interview	Essential
Proven experience in public speaking, delivering presentations, or leading group discussions	Application and interview	Essential
Experience in providing support and guidance to individuals or families dealing with financial hardship, including navigating benefits, managing debt, and accessing financial assistance or resources	Application and interview	Essential
Experience working with safeguarding policies and procedures	Application and interview	Essential
Experience in advocating for carers or participating in campaigns that raise awareness of financial wellbeing issues, particularly in the context of social care and the welfare system.	Application and interview	Desirable
Knowledge		
Understanding of the challenges faced by carers and the rights afforded to them under UK law	Application and Interview	Desirable
Good understanding of the Care Act 2014	Application and Interview	Desirable
Understanding of person-centred planning principles, with experience in collaborating with service users to develop tailored support plans based on their individual needs, preferences, and goals.	Application and Interview	Essential
Skills and Competencies		
Good administrative and organisational skills	Application and interview	Essential

Strong communication skills with the ability to effectively collaborate and constructively challenge professionals across different sectors while maintaining positive working relationships	Application and Interview	Essential
Competent in using IT systems and databases to efficiently manage workloads and accurately document carer interactions	Application and Interview	Essential
Personal qualities		
Keen to learn and innovate	Application and Interview	Essential
Adaptable and resilient to change	Application and Interview	Essential
Able to work as part of a team	Application and Interview	Essential
Proactive and confident in taking initiative	Application and Interview	Essential
Other		
Able to work flexibly in terms of location	Application and Interview	Essential
Car driver and owner	Application/driving licence	Essential