COMMUNITY LAW SERVICE (NORTHAMPTON & COUNTY)

JOB DESCRIPTION

POST: Financial Wellbeing Advisor (Benefits/Debt)

SALARY: Up to £24,725 per annum (depending on experience) + 5% pension contribution (employee to also contribute 5%). Plus mileage allowance and parking costs

HOURS: Full-time - 35 hours per week (Monday to Friday)

PURPOSE OF POST:

To work as part of a team delivering our new Northamptonshire Energy Saving Service (NESS) funded by National Grid’s Warm Homes Fund to support the health and wellbeing of local residents through the delivery of an holistic face to face fuel poverty advice service particularly to vulnerable individuals and families. The focus will be on providing welfare benefits advice and income maximization, debt advice and financial capability support, energy efficiency advice and support to access measures to address fuel poverty including support from partner agencies working as part of NESS. For more information about NESS see the NESS website www.northamptonshireenergysavingservice.org.uk

Main Duties:

- To provide Welfare Benefits advice and support with benefit claims ensuring that clients receive their full entitlements.
- To provide Debt advice and Financial Capability support to assist people to manage and where possible to reduce their debts.
- To provide energy efficiency advice and identify appropriate referrals for Home Energy Assessments and practical measures to be provided by NESS partner Care and Repair
- To assist people with an energy comparison review to support possible savings through ‘switching’
To support people to apply for Warm Homes Discount
To assist with referrals to Energy Companies Priority Service Register
To facilitate access for energy companies utility debt awards and payment assistance
To provide advice for people eligible for support under NESS through appointments at outreach venues, at CLS Advice Centres or by telephone.
To undertake home visits for housebound clients
To refer for free measures through Energy Carbon Obligations (ECO)
To refer as appropriate to other CLS advisors for specialist advice funded from other sources e.g. Housing Legal Aid
To provide advocacy services as appropriate.
To provide awareness sessions for other agencies to promote referrals to NESS
To assist in the preparation of promotional materials and relevant literature aimed at promoting take-up of the services provided by the Project
To establish an effective referral procedure from health staff to the Project.
To contribute to the development of website information about the services provided by the project and how they can be accessed.
To make referrals for support from other agencies as appropriate
To comply with the advice Specialist Quality Mark standards.
To keep accurate statistical information on the work undertaken.
To assist in the preparation of reports on the progress and achievements of the project.
To keep up to date with knowledge and developments in the relevant areas of social welfare law.
To undertake in-house and external training relevant to the post.
To represent the Service at meetings as required.
To undertake any other relevant work as required.

PERSON SPECIFICATION

EXPERIENCE

- A minimum of 2 years full-time (or part time equivalent) recent experience of providing welfare benefits advice and income maximisation
- Experience of providing debt/financial capability advice
- Experience of working with vulnerable client groups
- Experience of outreach work.
- Ideally some experience of fuel poverty work

KNOWLEDGE

- Good knowledge of welfare benefits entitlements and the claiming process.
- A good knowledge of debt counseling practice and procedure and the remedies available for clients
• Ideally a good knowledge of energy saving measures including the support available from energy suppliers but training can be provided for this element of the work
• A good understanding of services provided by the voluntary and statutory sector.

SKILLS AND ABILITIES

• Excellent communication skills – the ability to communicate effectively both orally and in writing.
• Ability to deliver awareness training to a wide range of agencies working with vulnerable client groups
• Excellent computer skills (the Service has an internet based case management system).
• Good time management skills.
• Good administrative skills.
• Excellent advocacy skills.
• A commitment to equality of opportunity.
• Self motivated and able to work both independently and as part of a team.
• Ability to work effectively in partnership with other agencies whilst maintaining the confidentiality and independence of the Service.

OTHER REQUIREMENTS

Potholders will require use of a car and postholders must hold a full driving license and have use of a car which must be insured for business use. Postholders will be required to travel to various locations across Northamptonshire to deliver the NESS services.

All postholders are required to have a Disclosure and Baring Service (DBS) check

Please note that a ‘No smoking’ policy operates in all our offices.