**JOB DESCRIPTION**

**Post:**  Senior Financial Wellbeing Advisor

**Responsible to:** Service Manager/Director of Finance

**Location:** Edinburgh/Central Belt – With travel throughout.

**Salary**: £32,076 - £38,086 per annum

## Role Summary

To lead the direction and development of the welfare benefits and debt advice team across Children 1st, providing supervision and management support to Children 1st welfare benefits and debt advisers to ensure the delivery of high-quality specialist level advice and customer service. Additionally, to ensure that Children 1st has the necessary systems and processes in place to comply with all statutory and non-statutory requirements regarding the provision of Money Advice, and to ensure that Children 1st continues to comply with those requirements.

## Corporate Responsibilities:

* Be committed and adhere to Children 1st vision, mission and values.
* Comply with Children 1st Safeguarding policies and procedures.
* Comply with Children 1st Code of Conduct and any relevant professional standards relating to the role.
* Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children 1st Participation Standards.
* Actively consider the involvement of volunteers in all areas of our work and to implement the Children 1st Volunteer Development Policy.
* Observe all health and safety requirements.
* Work within and promote policies in relation to Equity, Diversity and Inclusion and anti-discriminatory practices.
* Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

## Equity, Diversity and Inclusion

At Children 1st, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children 1st where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

## Key Results Areas

* To be responsible for the management, direction and organisation of the work of the welfare benefits and debt advice teams across Children 1st.
* To keep up to date with relevant legislation on debts and benefits. Maintain an up-to-date knowledge of the practices of national agencies such as Advice UK and Money Advice Scotland.
* To take responsibility for the management and administration of our Money Advice case handling system.
* To monitor and review the systems and processes in place to ensure the continuing compliance of Children 1st with all necessary statutory and non-statutory requirements.
* Take responsibility for the day to day supervision of advisors including formal monthly supervision, annual development reviews and to act as a point of consultancy and referral for complex queries and casework.
* Ensure casework is delivered to a high standard using the National Standards framework in addition to Children 1st policies and procedures and take into account equality legislation in the delivery of the service.
* To ensure children, young people and families receive timely and appropriate services based on identified needs and outcomes which are planned and reviewed.
* Provide specialist welfare benefits and debt advice and carry a small caseload with knowledge of representation at Social Security appeals up to and including the Upper Tribunal.
* Assist clients to deal with urgent repossession and eviction proceedings in respect of rent and mortgage arrears through advice and active signposting for completion of court paperwork and representation at Court when required.
* Liaise and negotiate with benefit providing agencies and creditors in order to affect positive outcomes for clients.
* Undertake regular case file reviews, using peer review processes where necessary and ensure that corrective action is taken.
* Represent the Children 1st welfare rights and debt advice service at meetings and publicise the work of the service to a wide audience. Provide advice on welfare benefits and/or debt issues and be able to draw in knowledge from within the team when required.
* Co-ordinate the delivery of training and other briefings around welfare benefits and debt awareness internally to money advisors and staff and externally to voluntary groups.
* Advise, support and guide advisors on welfare benefits, Universal Credit and debt issues and in delivering Money Advice in a relational manner in line with the Children 1st approach.
* Produce reports as and when required concerning the work and the development of the service and assist with the production of written material on debt or benefits issues to staff and families through a range of media channels.
* To carry out any duties that corresponds reasonably to the general character of the post and is commensurate with its level of responsibility.
* There will be a requirement for occasional working outside normal office hours.

## Person Specification

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| Need to Have | Need to Show | Need to Know | Need to Be | Core Values |
| * Extensive work and experience of providing Money/Welfare advice up to Type II. * Relevant training in money advice. * Experience of managing teams. * Experience of developing and delivering staff training. * Experience of effective partnership, working internally and with external partners.   **Desirable**   * SVQ level 3 or equivalent qualification. * Completion of Money Advice Scotland training – Scottish national standards level to Type III post April 2016. * Driving license | * Well developed literacy and numeracy skills. * Ability to adapt and respond to a variety of situations and people in order to meet changing priorities. * Negotiation, advocacy and influencing skills. * Ability to produce clear an concise reports. * Ability to analyse and interpret data. * It literacy skills with demonstrable knowledge of using and maintaining a case management system. * Understanding of how technology can support access to services and digital inclusion. | * Income maximisation & welfare benefits with a minimum of 4 years delivery. * How to advocate on behalf of families. * Management of service delivery to those experiencing financial hardship. * Scottish national advice standards. * Context of poverty in Scotland. * Social security legislation, tax credit system, housing benefit and council tax. | * Flexible in approach to work * Committed to and understand the principles of working with volunteers. * Able and willing to travel as required to services and offices across the region. * Committed to Children 1st approach and the relational nature of our work. * Confident and able to form effective and credible relationships with all levels of staff * Aware of personal responsibility in relation to health and safety. | Our core values guide how each one of us works in our individual day to day job:  **Respect**  Treating everyone with respect and fairness  **Integrity**  Being responsible and accountable  **Participation**  Involving others in our work  **Excellence**  Striving for the highest possible standards |