|  |  |
| --- | --- |
| **Job Title:** | Financial Inclusion Worker (COL Team) |
| **Salary:** | £26,393 FTE |
| **Location:** | Hybrid office & home with travel across County Durham |
| **Role purpose:** | To support residents of County Durham to increase their financial resilience through enhancing digital skills and access to basic financial products. |
| **Key Duties** | |
|  | * Attend Partner locations within the county to give advice to those in crisis |
|  | * Build and maintain positive working relationships throughout the Crisis Support Partnership, AICD network and with other relevant stakeholders to identify residents at risk of financial exclusion. |
| * Use sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities. |
| * Interpret and communicate relevant and accurate information and guidance using internal resource systems within Citizens Advice County Durham and from approved external sources |
| * Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation that comply with our Quality Standards |
| * Work in collaboration with Crisis Support Project partners (DCP and EDT) to optimise outcomes for residents including access to, and application for, grants or funding |
| * Ensure we have a “no wrong door” approach so that clients and potential clients who contact us get the advice and support they need and expect, including their referral internally or to other external specialist agencies as appropriate. |
| * Advise across channels e.g. face to face, email and telephone as required |
| * Demonstrate commitment to the principles, aims and policies of CACD |
| * Be prepared to travel where needed to deliver services |
| * Abide by health and safety guidelines and share responsibility for own safety and that of colleagues |

Person Specification

*Please answer all points of this within your application form to be considered for this role.*

Essential

* Proven experience of providing excellent customer service over multiple channels of communication.
* An understanding of the issues affecting the community due to the cost-of-living crisis and knowledge of the resources available to help with these issues.
* Understanding of how vulnerabilities affect a person’s ability to manage their finances.
* Ability to work with a range of people on improving their digital skills with knowledge of the personal finance and technology issues that affect adults at risk of financial and digital exclusion, including help to apply for and access online accounts, web-based services etc.
* Basic understanding of the benefit system including dealing with unsuccessful claims.
* Proven ability to effectively engage with a range of people including those deemed vulnerable
* Proven coaching and mentoring skills.
* Demonstrable ability to record accurate case notes and effective written and oral communication skills.
* Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
* Ability to successfully work independently with minimum supervision
* Ability to travel countywide to deliver this service

Desirable

* Citizens Advice Generalist Certificate or ability to work towards this

|  |
| --- |
| In accordance with Citizens Advice national policy we will may the successful candidate to  be screened by the DBS. However, a criminal record will not necessarily be a bar to your being  able to take up the job. |