

## **JOB DESCRIPTION**

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|------------------------|-------------------------------------|
| <b>POST:</b>           | <b>Financial Wellbeing Advisor</b>  |
| <b>DIVISION:</b>       | <b>Children and Family Services</b> |
| <b>RESPONSIBLE TO:</b> | <b>Senior Advisor</b>               |
| <b>SALARY:</b>         | <b>£30,002 - £35,076</b>            |

### **Children First - Vision and Values**

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

### **Equity, Diversity and Inclusion**

At Children First, 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 First 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.

## **Role Summary**

- To provide relationship based expert money energy and debt advice to families in Moray. To help families resolve debt and money problems, become more financially resilient and achieve long-term sustainable outcomes for them and their children. Work as part of the remote National advice team and provide support integrated with our digital and online service; Support Line in offering advice to parents who are struggling both emotionally and financially.

## **Corporate Responsibility**

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First 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 First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and to implement the Children First 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.

## **Key Results Areas**

- To deliver a range of face-to-face and remote/digital welfare rights, financial inclusion, income maximisation, debt and energy advice up to and including casework to SNSIAP Type II, referring and supporting families for representation and preparation for court/tribunal.

- To promote a multi-skilled / multi-agency approach in working collaboratively with relevant organisations and partners, including department of work and pensions, HMRC, and as a member of an integrated staff team
- To promote the values and principles of Children First in providing support and advice to the most vulnerable families, promoting their full participation and understanding in the services they receive
- To work in partnership with families to address their needs.
- To develop partnerships to deliver drop-in sessions within local communities to expand our reach in eliminating poverty.
- To record, monitor and evaluate information and plan work in accordance with Children First policies, procedures and management systems in line with Scottish National Information and advice standards.
- To work in partnership with staff members and volunteers to assist in the evaluation and continuous improvement of the service.
- To contribute to written reports for a variety of partners/funders and to support accreditation in Money Advice.
- To ensure own continuing professional development through the Children First appraisal and supervision process.

### **Additional Duties**

- Any additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be appropriate and compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

### **Additional Responsibilities**

- To be committed and adhere to Children First vision, mission and values.
- To comply with Children First Child Protection and Adult Protection policies and procedures and with National Guidance.
- To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.

- To actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.
- Work and adhere to the Scottish National information and advice Standards.

**PERSON SPECIFICATION**

**POST: Financial Wellbeing Advisor**

| AREA       | ESSENTIAL   | DESIRABLE   |
|------------|---|---|
| Experience | <ul style="list-style-type: none"> <li>• Direct work with families</li> <li>• 12 months plus debt advice delivery</li> <li>• knowledge of welfare system/benefits/debt/income maximisation</li> <li>• Working Knowledge of Scottish debt options</li> </ul>   | <ul style="list-style-type: none"> <li>• Group work / family work</li> <li>• Money advice / Welfare rights experience</li> <li>• Tribunal and client representation</li> <li>• Representing or advocating on family's behalf with relevant organisations, professional bodies, and individuals</li> <li>• Debt advice and formulation of negotiation of repayment schedules.</li> <li>• Delivering welfare rights services</li> </ul> |
| Knowledge  | <ul style="list-style-type: none"> <li>• Debt options</li> <li>• Understanding of the causes and impact of poverty on children and families</li> </ul>  | <ul style="list-style-type: none"> <li>• Welfare benefits system, application forms</li> <li>• Relevant childcare legislation linked to associated welfare benefits</li> <li>• Child development</li> </ul>   |
| Skills     | <ul style="list-style-type: none"> <li>• Written and verbal reporting skills</li> <li>• Excellent communication skills</li> <li>• Assessment, monitoring, review and evaluation</li> <li>• Ability to work as part of a team</li> <li>• Inter-agency liaison and communication</li> <li>• Creativity and imagination in response to engaging with families</li> </ul> | <ul style="list-style-type: none"> <li>• Group work, family work,</li> <li>• Delivering training</li> <li>• Use of Advice pro casework recording system</li> </ul>  |

|       |   |  |
|-------|---|--|
| Other | <ul style="list-style-type: none"><li>• Commitment to Children First vision, mission and values</li><li>• Commitment to and understanding of the principles of participation</li><li>• Commitment and promotion of equal opportunities and anti-discriminatory practices at work</li><li>• Awareness of personal responsibility in relation to health and safety</li><li>• Ability to work flexible hours and remotely as required.</li><li>• Driving Licence</li></ul> |  |
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