

Post title:	Financial Resilience Coordinator
Hours:	20 hours (days to be agreed)
Salary:	£12.90 - £13.40 per hour, plus 6% employer contribution to pension
Contract:	Permanent (with 3 months' probation)
Location	Initially Poole and Blandford, but in time across all FW Life Centres
Line Manager:	Initially reporting to the FW CMA & Life Centres Programmes Manager

What is this all about?

Faithworks is committed to seeing people get out of crisis into a place of resilience. And we want to see the map covered in "life centres", i.e. Easily accessible, safe places where people can find support, friendship and hope. So many of our "guests" face financial challenges: our Community Money Advice team are focused on debt issues, and our front-line teams mostly do not yet have the knowledge to help people with basic budgeting and income help. We would love to change that and grow a team of supportive volunteers who can provide that help in every place we work. So, our ambition is that everyone coming into Faithworks (FW) Life Centres, the home of our food banks and larders, will have the opportunity to talk with someone about how to work better with their finances.

We'll do this by building teams of trained volunteers in each location, and by working in close partnership with our Community Money Advice (CMA) teams, Life Centre teams, and our external partners such as Citizens Advice and Ridgewater Energy.

So, we're looking for someone with a vision to develop a range of practical help that supports guests to take control of their finances, know how to budget well, and make healthy decisions with their money in order to reduce the risk of future financial difficulties.

As a Christian-based initiative, we believe that the project needs to demonstrate the qualities of generosity, integrity and grace towards those who seek help and support. We will do this to the highest standards of professionalism and full compliance with the Faithworks policies and procedures together with the appropriate safeguarding and Health and Safety regulations in the spirit of the Christian conviction to support our communities.

Success in the job is about growing those teams, and will depend on each individual's situation, but we hope to see many stories including:

- Households confidently using the tools they need to manage their finances and thus build stronger long term financial resilience,
- Fewer people falling into unmanageable debt,
- People needing to use the foodbank for less time
- Examples of people retaining secure accommodation,
- And feedback on improvements to mental health.

Overall purpose of the job

The initial focus of this work will be in Poole Life Centre and Nourish in Blandford, but we hope to roll this out to Christchurch and Wimborne and other FW projects in time

1. Develop a team of trained volunteers that can help to triage guests coming to the Life Centres to understand who needs help with finances, benefits and budgeting,
2. Offer the best possible help with budgeting and benefits to everyone coming into the Life Centres

3. Offer a range of additional practical help that supports guests to make healthy decisions with their money and help prevent future financial crisis and the need to return to a food bank,
4. Work alongside existing project teams and FW CMA and develop strong referral pathways to Citizens Advice, Ridgewater Energy and other external partners.

Duties and Responsibilities

1. **Set an example in how to work with guests** to help them budget and make healthier decisions with their finances
2. **Create, train and inspire a team of volunteers** in each project, initially in Poole and Blandford, to:
 - Triage guests arriving at these venues to work out who needs practical help with their finances,
 - Help people to maximise their income, including referring them for support where necessary to claim benefits they are entitled to,
 - Assist people to access information and financial support, where applicable, with water and energy bills, phone and internet costs, health costs, household items and other relevant costs,
 - Help people to access advice from Ridgewater Energy or Citizens Advice energy team where assistance with energy is needed,
 - Provide people with help to access advice from Citizens Advice where detailed and specialist benefit advice is needed,
 - Check people are on the right tax code.
3. **Develop leading-practice resources that work with FW “guests”** and equip all teams with these resources, including:
 - Identify what other support, tools and expertise exists locally to the project already,
 - Identify good practice nationally which can be imported and used by the Financial Resilience teams,
 - Train local teams to support guests with tips and ideas for reducing expenditure.
 - Develop a toolkit of resources, training, games, attractive handouts for volunteers to support conversations with guests,
4. **Record progress; Capture and present qualitative and quantitative impact** by using stats and stories.
 - This will include identifying the best way to record volunteer work
 - And linking with the CMA team to ensure joined up working
5. **Build strong links and promote** the project with colleagues and FW partners including
 - Build excellent links with FW Life Centre teams, FW CMA teams and other teams across FW,
 - Build excellent links with other partners including BCP Council officers, the Financial Resilience Action Group, Citizens Advice, DWP, Access to Food Partnership, Ridgewater Energy, etc,
 - Work with each of the Faithworks projects to have some basic tools to use with guests

Skills, competences and experience required:

We’re looking for “character” and “chemistry”, as well as competence.

So, we're looking for this range of skills:

1. Managing a project: Able to “keep the main thing, the main thing”; can get things done, keep to a timetable, produce tangible results, keep activities safe and organised, and do it all with minimum of fuss. Able to achieve great results but with humility;
2. Managing Volunteers: Finds engaging with volunteers easy – able to see the difference to managing staff; able to inspire, coach and encourage;
3. Emotional Intelligence: Discerns how people (partners, staff, volunteers and guests) are wired up and finds ways to bring the best out of them; understands how to lift the mood in a conversation and what an individual needs at a given moment – not officious or easily angered;
4. Influencing and Networking: Inspiring; able to “cast” a vision and help people get on board without taking over; a great communicator verbally and in writing, finding the right way to bring people into the network;
5. Managing information and Data: Able to create simple ways of demonstrating progress... and communicate it; comfortable with working with financial info;
6. Managing Partnerships: a facilitator; able to build coalitions and find agreed steps forward; able to resolve issues with tact and positivity; keen to learn from others;
7. Managing Risk: understands safeguarding, lone working, and H&S: appreciates the limits of our help; not afraid to raise and escalate issues if activities are not safely run for all concerned;
8. Prayerful: turns to prayer easily but with “gentleness and respect” to those in the team;
9. Managing self – will go the extra mile for the work, able to juggle tasks, but also understands how to “refill the bucket” so as not to burn out.

Essential experience:

- Sound appreciation of the needs of those in crisis, and some experience of responding to such needs with care and sensitivity,
- Experience of leading a team to deliver a successful outcome, including clear evidence of prioritising and planning the work that needs to be done,
- Experience of working successfully with volunteers or helping to organise unpaid groups of people to achieve a common task,
- Evidence of being able to build a network of people to support a project, Experience of helping others with their household finances,
- Experience of helping others with their household finances,
- A good basic knowledge of the benefits system,
- Evidence of managing data and using IT effectively,
- Good communication skills both externally in order to inspire and develop partnerships, and internally in order to connect well with guests and get the best out of team members,
- Ability to travel.

Desirable experience and skills:

- Knowledge of local voluntary and community sector

Key personal characteristics required: -

- Agreement with, and willingness to live out the values and ethos of Faithworks,

- Outgoing personality, a friendly yet efficient style and the ability to establish a rapid rapport with people,
- Able to model a high standard of integrity to volunteers, referrers and clients,
- A self-starter – can take initiative; but also a willingness to learn new skills as systems and needs develop,
- Flexible and always thinking about ways to improve the service.

Please note that as this role will include working with vulnerable adults, anyone applying for a role which involves a regulated activity and certain controlled activity will require a criminal records check from the Disclosure & Barring Service.