Job Description: Financial Resilience Coordinator

Post title: **Financial Resilience Coordinator BCP**

Hours: **20-22.5hrs Tuesday - Friday**

Contract: **Permanent**

Salary: **£13.80 - £14.25 per hour (£26,551 - £27,417 pa equivalent pro rata), plus 6% pension contribution**

Benefits: **25 days leave plus 3 annual well-being days. Access to employee assistance programme**

Location: **Bournemouth, Christchurch and Poole foodbank sites and satellite locations**

What is this all about?

Faithworks (FW) Community Money Advice (CMA) works alongside Bournemouth, Christchurch and Poole Foodbanks to support people experiencing financial hardship and improve financial resilience across local communities. We have received support from The National Lottery Community Fund to expand and strengthen our financial resilience work across Bournemouth, Christchurch and Poole. We share a vision that everyone accessing our foodbanks should be offered support with their finances, including Money Guidance, Income Maximisation and Debt Advice. We will implement this through the Money Matters programme as shown in the appendix.

As part of this programme, we are looking for a Financial Resilience Coordinator who will help individuals and families move from financial crisis towards greater resilience, confidence, and financial wellbeing. The role focuses on providing practical early support that can help prevent ongoing reliance on foodbank provision.

As well as working closely with the Financial Resilience Coordinator for Wimborne and Blandford, the postholder will equip volunteers in churches and other community spaces to provide basic financial guidance within their communities.

The ability to travel between sites is essential.

Success in this role will be seen in the number of people who report greater confidence in managing their money, alongside evidence of positive changes in behaviour that help people manage their money.

Whilst the post is open to people of faith and none, 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.

What is the job purpose?

Our goal is simple: we want to help people become more financially resilient and better equipped to manage their money, reducing the likelihood of financial crisis and repeat foodbank use. Therefore, the jobholder will:

- Deliver financial resilience and money guidance activities across Bournemouth, Christchurch and Poole.
- Recruit, train, coach and support volunteers to provide effective and compassionate Money Guidance support.
- Build strong relationships with foodbanks, community partners (including local churches) to increase access to financial wellbeing support.
- Develop referral pathways into specialist services including income maximisation, debt advice, and wider community support.
- Record and communicate evidence of impact, learning and good practice.

Duties and responsibilities

1. **Training, Supporting and Developing Volunteers**
    - Recruit, train, coach and support volunteer Money Guidance teams.
    - Equip volunteers to deliver agreed courses, workshops and group sessions safely and effectively, in line with our policies and procedures.
    - Provide ongoing encouragement, supervision, and support to volunteers.
    - Work with churches and community organisations to develop local volunteer capacity.
    - Collaborate with the Faithworks Dorset-based Financial Resilience Coordinator to develop shared volunteer pathways and best practices.
2. **Delivering Money Guidance and Financial Resilience Activities**

- Deliver and facilitate financial resilience and money guidance courses, workshops and activities across Bournemouth, Christchurch and Poole.
- Provide budgeting support, benefits awareness and financial wellbeing guidance.
- Help people identify practical steps that improve their financial resilience and confidence.
- Develop approaches that address the underlying financial pressures contributing to foodbank use.
- Support people experiencing hardship in a compassionate, non-judgmental, and empowering manner.
- Signpost and refer individuals to specialist services where additional support is required.

3. Partnership Development and Community Engagement

- Build strong relationships with churches and equip them through training, resources and practical support.
- Develop effective referral pathways into Community Money Advice, Bournemouth Foodbank Income Maximisation teams, Citizens Advice and other specialist agencies.
- Work collaboratively with Bournemouth, Christchurch and Poole foodbanks, volunteers and satellite locations to identify people who would benefit from earlier money guidance support.
- Maintain strong working relationships with local charities, churches, statutory services, and community organisations.
- Support the continued development of the programme across Bournemouth, Christchurch and Poole.

4. Resource Development, Monitoring and Reporting

- Co-produce volunteer resources, workshop materials, participant handouts, toolkits and digital content.
- Identify and test new approaches and resources that strengthen financial wellbeing and community resilience.
- Record outcomes and impact information accurately.
- Collect case studies and stories that demonstrate positive change, ensuring appropriate consent is obtained.
- Produce reports and information required by Faithworks, partners, and funders.
- Ensure information is handled securely and in accordance with GDPR requirements.

5. Other

- Ensure safeguarding concerns are recorded and reported without delay in line with Faithworks policies.

- Ensure compliance with safeguarding, GDPR, health and safety and all relevant organisational policies.
- Attend relevant training and professional development opportunities.
- Contribute to team meetings and wider Faithworks activities.
- Undertake any other activities appropriate to the role as requested by the line manager.

Appendix


Money Matters Programme
Money Guidance
Money Course
1:1 Budgeting
Life-skills (Savings, Switching utilities etc.)
Income Maximisation
Benefit checks & specialist referrals
Benefit applications
Identifying other ways to maximise income
CMA Debt Advice
Specialist, accredited debt advice
Including Debt Relief Orders
Face to face; for as long as it takes
Central Triage
Empowerment & Follow-up