

Financial Support Co-ordinator

Salary Range: £36,141 - £40,817

Grade: Level 3 Zone 1

Location: 5 Pancras Square N1C 4AG

Reports to: Financial Resilience Team Manager



Purpose of the role

Build relationships with residents to help them understand and manage their own budgets, help them access discounts, social tariffs and financial support and link them with experts where necessary for deeper support.

About the role

Your role is to primarily about **building relationships** with residents in or at risk of debt, so that we can build the trust with residents we need to be able to help them.

This will require you to **work in a range of settings** – picking up referrals from the grant assessments and screening team; meeting residents in community settings; and contacting residents through our proactive campaigns.

Once you've built relationships, the key interventions you'll be expected to complete with every resident are **benefit calculators and financial statements**.

You'll then be expected to use the findings from these documents to create an action plan with the resident.

This might involve you taking on any of the following actions yourself with the resident:

- **Advocating with council revenues officers** for holds, arrangements or write offs;
- **Helping residents access social tariffs, grants, discounts and exemptions**, including Camden's own Local Welfare Assistance programme (which you will assess awards through)
- **Helping residents apply to simple benefits in line with your training and expertise** – for example, Pension Credit, Healthy Start Vouchers, Council Tax Reduction Scheme
- **Signposting / referring residents to wider services** through Plinth and other referral routes

About the role

It will also involve you using your understanding of welfare rights and debts to understand when to connect them with the right experts:

- **Spotting where residents might be underclaiming benefits** and connecting them with welfare rights advisors
- **Spotting where residents might need Debt Advice** and connecting them with advisors
- **Spotting where residents might be eligible for Discretionary Housing Payments** and connecting them to the team

You will work to **targets agreed with your manager**, ensuring that the team can get back to people in hardship quickly.

You will make it **easy for people to access the service**, adapting your approach and communication to the needs of individual residents.

You will follow the **checks set out in the guidance** to ensure awards are being made fairly and consistently.

You will accurately input **data into required systems and complete internal case reporting within specified deadlines**.

You will take part in **training, development and shadowing opportunities** in order to build your skills, so that you are able to assist financial support co-ordinators with more complex tasks such as completing benefit calculators or financial statements.

You will **identify any risks or safeguarding concerns** and discuss these with your manager in line with policies.

You will participate in **community outreach events, representing the service in the community** and helping residents access our support.

You'll work with your manager and colleagues to **continually reflect on impact of our approaches** and propose new approaches where needed.

You'll be part of a team that **works in the open: regularly presenting at "show and tell" meetings** and supporting your team to do the same, so that colleagues across the Council understand our work and we're continuously building partnerships.

This role will make an immediate difference for some of the most vulnerable members of our community.

About you

- Knowledge and experience of working with vulnerable residents in hardship and debt.
- Knowledge and understanding of how to complete benefit calculators and create financial statements with residents.
- Ability to pick up new skills, building your knowledge of relevant policy to improve your support to residents
- Strong knowledge and experience of working collaboratively with partner services and organisations to deliver holistic support.
- Strong empathy, negotiation and influencing skills particularly around developing packages of support and managing stakeholder priorities.
- Experience of working in a multi-agency environment and the ability to work in partnership with a range of agencies and professionals.
- Experience of building trusted and sustained relationships with vulnerable residents using a strength-based, solution-focused approach.
- Knowledge and understanding of working together to safeguard residents, highlighting and reporting concerns.
- Ability to manage a caseload, prioritising cases and adhering to any relevant deadlines

Other important information...

People management

This role has no people management responsibilities.

Work environment

This role will be based in our lovely 5 Pancras Square Offices. Staff in our team will be expected to be present in the office or a community location for a minimum of 2 days a week.

Who you will be working with

You'll be joining a wonderful team of welfare advisors, debt advisors and financial support co-ordinators. You'll be reporting to a financial resilience team manager.

The application process

We know applying to jobs can be intimidating, time-consuming and stressful. We know that often those with all the skills to be brilliant don't apply, or aren't given the chance to demonstrate their full potential. To take some of the stress out of the application process, we're taking some steps outlined on our [recruitment website](#).

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

