



## Job Role: Financial Wellbeing Coordinator

### Job Family: Administrator

## Broadland District Council and South Norfolk Council

### Purpose

To enable the efficient delivery of help hub services to support residents to remain financially independent, economically active and promote wellbeing.

To work within a multiagency environment in partnership with specialist debt advisers to provide an effective service for residents to improve their financial circumstances.

Providing face to face and remote support through the Help Hub, ensuring high levels of customer service. Support the development and use of self-help tools and resources to enable residents to take control of their finances.

### Key accountabilities

- Support access to a range of services for vulnerable customers with financial support needs, understand the nature of their contact, what action is required and take into account the potential safeguarding issues.
- Liaise with other agencies and teams to undertake background research on cases and gather additional information to enable effective decisions to be made. Utilise the help hub partnership and refer internal or external enquiries to appropriate services as appropriate
- Coordinate the administration of debt, welfare rights and financial inclusion related activity within the Help Hub.
- Undertake initial assessments of customers financial circumstances and offer advice and guidance on low-level debt and welfare issues. Working alongside with in-house employment and training provision where this would improve a customer's circumstances
- Work in partnership with specialist advice workers and coordinate the delivery of 1 to 1 outreach activity and deliver direct casework to enable the residents to put specialist advice into practice
- Provide 1 to 1 support and guidance to vulnerable customers to develop independent living skills and promote financial resilience
- Enable and support the development and delivery of self-help resources to allow customers to take control of their own financial support needs
- Keep up to date and accurate records and data to allow for information retrieval and evaluation of the service
- Working alongside Help Hub colleagues provide advice and guidance to customers and external colleagues

### Generic skills, knowledge and experience

- Undertake a **range** of administrative work, sometimes complex and non-routine, in a variety of environments.
- **Responsibility** - Work under direction, being responsible for own work
- **Administrator** duties involving discretion in resolving problems or enquiries.

## Role specific skills, knowledge and experience

- NVQ level 2 or above, or equivalent level qualification and or experience
- Experience of dealing with vulnerable or challenging customers in a face to face or administrative role
- Evidence of being able to implement, maintain and update information systems and/or new administrative processes
- Demonstrable evidence of being able to exercise judgement in a range of scenarios including working with different organisations.
- Ability to find creative solutions and make sound decisions in order to resolve customer issues
- Ability to multi task and work under pressure to meet deadlines
- Ability to deal and communicate with different services, groups and organisations and in customer facing situation
- Significant experience of working with IT systems and Microsoft office applications
- 71-85% of this role's time will be spend on external communication.