



Children's Hospices Across Scotland

JOB DESCRIPTION – FAMILY INCOME MAXIMISATION OFFICER

Job Details

Job Title – **Family Income Maximisation Officer**

Location – **Edinburgh or Kinross**

Responsible to – **Senior Social Worker**

Salary – **CHAS Band 5**

Job Family – **Care**

Job Purpose

Working to achieve the ambitious goals in our 2017-2020 strategic plan and beyond, the role of the Family Income Maximisation Officer is to maximise the money available to families of children with life-shortening conditions. They will do this through establishing a new service which provides information about the benefits systems, undertaking complex casework, supporting applications to benevolent societies and trusts, and signposting to specialist money and debt services where required

The postholder will do this through providing a 1-to-1 support service covering income maximisation, benefits advice, and money advice. In addition, the postholder will develop a network of volunteers to expand the impact and reach of the service. Initially, the postholder will develop the advice-giving and volunteering service in East Central Scotland (primarily working in the Lothians, Fife, and Perth and Kinross), but develop the service in a way which can be grown or replicated to other parts of Scotland. The postholder will understand the needs of families and children and will help CHAS provide the best possible support to them.

Main Tasks

- Develop a new income maximisation and financial inclusion support service as part of CHAS' overall family support service
- Provide an intensive 1-to-1 service to families from a wide range of backgrounds, maximising household incomes through identifying and claiming additional welfare benefits, local authority benefits, tax credits, charity funding applications and supporting families with all aspects of their advice journey including benefit checks, form filling, challenging decisions and written/verbal advocacy support
- Working with CHAS' volunteering team, build a network of competent and confident volunteers to support the provision of similar 1-to-1 advice
- Establish relationships with partner agencies, for example the Child Poverty Action Group and Citizens' Advice Scotland, to expand CHAS' impact and reach

Job Activities

Develop a new income maximisation and financial inclusion support service

- In collaboration with staff groups throughout CHAS, develop a new financial inclusion service, drawing on the skills of a wide range of colleagues
- Develop and implement ways of working to ensure families experience a high-quality service which meets their needs
- Develop working relationships with a wide range of family support, nursing and medical staff to secure internal referrals to the service
- Influence managers and senior leaders in shaping services and reporting on service impact
- Contribute to monitoring and evaluation requirements, and compile quarterly statistics on take up, case load and support provided, including case studies and questionnaires
- Assist with and deliver financial inclusion related training for other staff as required and provide advice and support to colleagues on financial inclusion issues
- Liaise with CHAS' communications team to ensure impact is communicated externally and internally in a timely and meaningful way
- Apply methods of evaluation and continual improvement service delivery to ensure that CHAS delivers and develops the service to the highest standards

Provide intensive 1-to-1 advice and support

- Be confident in directly supporting families through the range of ongoing welfare reforms, including the transfer of children and young people from DLA to PIP, the rollout of Universal Credit, the devolution of some social security, and the ongoing changes to ESA and other benefits
- Support applications to trusts and benevolent funds to support individual families and children with living costs, equipment purchase, and other expenses
- To operate and have a comprehensive knowledge about the Scottish National Standards for Information and Advice Providers, including operating at least at Level II
- To work with each family to ensure their income is maximised through a 4 stage advice model, encompassing an initial assessment, a full benefit check, and social wellbeing check, and providing aftercare support
- Completing complex application forms for statutory and benevolent funding

Develop the volunteering aspect of the service

- Recruit and support volunteer advisors to provide 1-to-1 advice and support to families who are financially excluded
- Working with the CHAS volunteer team, develop and implement quality systems and processes to ensure volunteers are confident at operating a high standards
- Operate as a support, mentor, guide and coach to the volunteer team

Act as key contact with external organisations and partners

- Forge and develop relationships with external partners, including local authorities, citizens' advice bureaux, public bodies, welfare rights organisations, and the voluntary sector
- Develop credible relationships with trusts and funds who support individual families
- Participate in benchmarking groups to share knowledge within the voluntary, hospice, and children's hospice sectors
- Develop relationships with advice organisations working in paediatric hospitals and neo-natal units, to provide a seamless service

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

Volunteer Engagement

- Work alongside volunteers and actively support their work by providing advice and information to help them in their roles

Dimensions

- Input to numerous CHAS wide databases
- Working relationships with a wide range of CHAS staff, including approx. 100 nurses, social workers and other support staff
- Regular working volunteers across CHAS
- Work across 12 CHAS sites, each with local networks
- Two hospices open 24 hours, 7 days a week, 365 days a year

Decisions and Communications

- Works with a high degree of autonomy within the agreed management structure of CHAS
- Required to work independently as lead financial inclusion officer for CHAS
- Required to understand complex financial, welfare and housing casework, support families in making decisions, and signpost to specialist financial services where needed
- Work with staff from all areas of CHAS, promoting the financial inclusion service and ensuring the needs of families are met
- Required to work with initiative and exercise their own judgement when prioritising workload
- Required to work independently across CHAS sites, in families' homes, and in hospitals
- Meets objectives identified in CHAS Plan by contributing to the strategic plan to reach more families and children
- Responsible for identifying and leading on financial inclusion projects, providing recommendations around service development
- Authorised to research, evaluate and review existing and potential partners and collaborators
- Manage time effectively when required to work on a number of tasks in parallel, adjusting plans as appropriate to take account of conflicting priorities and deadlines
- Required to build and maintain relationships with external suppliers and service providers, negotiating relationships and joint ways of working
- Contributes to the development and management of Family Support Team policies and procedures
- Play an active role in the Family Support Team, contributing to the planning, implementation and delivery of CHAS aims and objectives



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PERSON SPECIFICATION –

FAMILY INCOME MAXIMISATION OFFICER

Education, Qualifications, and Training

Essential

- Educated to degree or diploma level in a relevant discipline with high numerical, reporting and analysis content
- Evidence of continued learning and recent study

Desirable

- Formal training in financial literacy and benefits advice

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Evidence of highly developed planning and organisational skills
- Understanding of leading projects within an organisation
- Evidence of a high level of written and verbal literacy, influencing internally and externally
- Clear understanding of outreach work, including experience of autonomous working
- Highly effective team working skills, with an ability to collaborate and influence others developing strong and effective working relationships across an organisation
- High level of numeracy and literacy, with an ability to capture and collate statistical information for analysis

Desirable

- Knowledge of community, voluntary /statutory sector and social inclusion principles
- Knowledge of relevant legislation and processes
- Experience of working with excluded and disadvantaged individuals

Method of Assessment – Application Form and Interview

Experience

Essential

- Minimum of 2 years' experience in providing Welfare Rights advice and/or Money Advice to a diverse and often vulnerable and varied group of clients

- Proven track record of interrogating and progressing highly complex personal casework
- Experience of working with volunteers

Desirable

- Experience working within a 'caring' organisation
- Experience of leading and managing volunteers
- Experience in a multi-site environment.
- Previous experience in a Scottish National Standards accredited organisation

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Empathetic and supportive
- Friendly, outgoing manner
- Positive and confident
- Personal drive, initiative and effectiveness
- Accountable for self, actions and decisions
- Commitment to ongoing learning and development
- A commitment to CHAS core value vision and purpose

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Full driving licence and access to car

Desirable

- None

Method of Assessment – Application Form and Interview