**The Royal Society for the Support of Women of Scotland (RSSWS)**

**Job Description**

**Job Title Case Worker (Financial Resilience)**

**Background** **Since 1847 the Society has provided direct financial support to single women who are aged 50 or over and resident in Scotland. Currently this support is by way of a regular monthly grant payment. Following a recent strategy review, we are keen to develop a programme of additional support for beneficiaries who are seeking to improve their long-term financial resilience and overall wellbeing.**

**Job Purposes To develop and implement a programme which promotes financial resilience and improved wellbeing. To support the sensitive and efficient delivery of the Society’s support through visiting and assessing new applicants and existing beneficiaries.**

**Line Manager Welfare Manager**

**Promoting financial resilience**

There is scope to develop and implement a range of additional supports which will give beneficiaries the confidence to make the most of their money (and hence improve their emotional and mental wellbeing). The postholder will support beneficiaries to explore and decide their own agenda, priorities and goals and will apply a range of person-centred approaches and resources to empower beneficiaries to make incremental changes and enhance their financial resilience. This will include:

* Supporting beneficiaries to maximise their income and take action to manage their debts by providing direct support and facilitating access to specialist advice services as appropriate;
* Supporting beneficiaries to reduce costs, including accessing best value in utilities and other regular forms of expenditure as appropriate;
* Empowering beneficiaries to understand and address emotional & other drivers of expenditure and to develop a positive relationship with money including adopting a regular savings habit;
* Empowering beneficiaries to better understand financial products including accessing support from credit unions and other services as appropriate;
* Supporting beneficiaries to access workshops and peer support groups, including facilitating these where appropriate;
* Developing and disseminating other forms of support that may help foster financial resilience;
* Providing informal advice and support on financial resilience issues to other members of the RSSWS Casework team to support their work as appropriate.

**Visiting and assessing applicants and beneficiaries**

* Explore and clarify the personal and financial circumstances of applicants / beneficiaries as required to facilitate decisions on their eligibility & priority for financial support from the Society;
* Proactively flag circumstances where applicants or beneficiaries may be eligible for additional support or where there are concerns about someone’s continued eligibility for support and/or risks to their wellbeing;
* Plan visits / contacts with applicants / beneficiaries in an efficient manner that minimises travel where possible including making own travel and accommodation bookings as required and in line with the Society’s policies;

**Project development and input into wider policy issues**

* Ensure that the impact of the project can be fully assessed through the development and implementation of appropriate evaluation indicators in conjunction with other staff;
* Support the Welfare Manager and/or Chief Executive in disseminating the lessons learned from the project to contribute to wider policy forums;
* Contribute to the development of the Society and it’s practice and policies;

**Outreach and promotion of the Society**

* Help promote awareness of the support the Society provides both directly to women in need and to professional and organisations who to may facilitate and encourage new applications.
* Help implement any fund-raising initiatives the Society may undertake.

**Home Working**

* Ensure work at home is conducted in a safe and efficient manner while maintaining appropriate boundaries to ensure confidentiality of all information;

**General roles and responsibilities**

* Ensure that all contacts with beneficiaries / applicants are conducted in an open and non-judgemental manner and promote respect for all;
* Maintain appropriate casework records including completing accurate and timely summaries of visits / enquiries and diarying forward tasks as required;
* Maintain accurate records of expenses, travel etc and submit these in a timely fashion;
* Take responsibility for your own Health and Safety and that of others connected to the Society
* Participate in regular team meetings and support the work of the team including helping cover other roles within the Society during absence of colleagues;
* Comply with all the Society’s policies and procedures;
* Such other roles and task as may be required from time to time

**Summary of Key Terms and Conditions**

Salary: £33,106 FTE – paid pro rata for part time staff based on full time of 35 hpw.

Hours: 21 hpw with considerable flexibility in discussion with line manager.

Leave: 35 days pa FTE (including public holidays) pro rata for part time staff. The Society closes for 2 weeks over Christmas / New Year when staff are required to take leave.

Location: Home based ideally within the Central Belt (but with a requirement to attend some meetings at the Society’s offices in Edinburgh). The Society supplies all ITC and offers a flexible allowance towards the setup of a home workstation.

Travel: The post will require significant travel to visit applicants / beneficiaries especially across central Scotland including occasional overnight stays. The Society covers reasonable costs and reimburses mileage at 53ppm.

Pension: All staff join the Society’s pension & the Society makes a 7.5% employer contribution.

Contract: This post is for 3.5 years in the first instance. Funding is available for continuation, but this will be subject to a review of project outcomes by Trustees.

**Person Specification**

**Qualifications (or equivalent experience)**

* Candidates will be expected to have a good general education including strong literacy and numeracy skills (**essential**)
* Undergraduate degree (or equivalent) in community development, adult education, social work, nursing, allied health professions, law etc (desirable)
* Qualification in coaching or equivalent person-centred support (desirable)

**Knowledge**

* A good understanding of the needs and situation of people living on low incomes and struggling with issues of poverty (**essential**)
* A good understanding of the benefits system and welfare rights issues and/or a good understanding rights and practice around money advice and the management of debts (**essential**)
* Knowledge of the boundary between regulated and non- regulated money advice work and awareness of the need to avoid straying into the former (desirable)
* Knowledge of health and social care support services, structures and processes (desirable)

**Experience**

* At least 2 years’ experience working with and supporting people living on low incomes and struggling with issues of poverty (**essential**)
* Experience of person-centred support work (**essential**)
* Experience of providing advice on debt, welfare benefits, energy advice, etc (desirable)
* Experience of supporting people with chronic health problems (desirable)
* Experience of providing appropriate support to colleagues (desirable)
* Experience of developing educational / training materials (desirable)
* Experience of facilitating group work (desirable)
* Experience of leading on project development / management (desirable)

**Skills**

* Very good listening and general communication skills (**essential**)
* An ability to deal with applicants, beneficiaries, professionals and members of the public in a sensitive manner (**essential**)
* Good written skills and the ability to write concise and effective reports (**essential**)
* Proven ability of organising, prioritising and managing own work (**essential**)
* Confidence in the use of word processing packages, e-mail and calendar systems and internet facilities and the ability to be largely self-supporting with office tasks (**essential**)

**Other**

* PVG (Adults) membership (**essential**). If not already a member, the Society will facilitate an application to join. Employment will depend upon a satisfactory outcome to these checks
* Commitment to treat people fairly and even-handedly (**essential**)
* Commitment to confidentiality (**essential**)
* Commitment to learning more about using coaching approach (**essential**)
* Clean, valid driving license and access to own vehicle (**essential**)