



Job title: Financial Wellbeing Officer

Location: North Scotland

Salary: £30,716

Duration: Permanent

Accountable to: SHA Board of Directors via the Chief Executive

Reporting to: Financial Wellbeing Service Lead

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

- Relevant training programmes will have been completed such as Wiseradviser; CPAG training; City & Guilds Level 3 Energy Awareness; or equivalent.
- At least at three years' experience delivering advice in a welfare rights, money advice or energy advice capacity.
- Experience and training should include at least two out of our four main advice areas – welfare rights; debt advice; energy advice; future planning.
- Up to date knowledge of the benefit and tax credit system.
- Experience of appeals to tribunal level.
- Experience of working with people with long term health conditions.
- Experience of working with carers.
- Experience of working autonomously.
- Experience of delivering training and presentations.
- Computer literacy including Word, Excel, PowerPoint, Outlook, Teams
- Experience of using information systems such as AdviserNet, Rightnet, CPAG Handbook, Lisson Grove Benefit Programme.
- Experience of using client database systems such as AdvicePro.

SKILLS, ABILITIES AND DISPOSITION

- Excellent communication and interpersonal skills.
- Flexibility of working practice.
- Attention to detail.
- Excellent literacy and numeracy skills.
- Confidence in negotiation and advocacy.
- Highly self-motivated.
- Able to work as part of a team.
- Highly organised.
- Ability to manage a busy caseload.