

# CARERS FINANCIAL WELLBEING COORDINATOR

Salary: £27,526.38  
Hours: Full time

## Hybrid Working

DCCS Careers

To support Carers through a range of measures to improve their financial wellbeing. This will include the provision of income maximisation activities including fuel and energy reviews and increasing access to benefits, grants and bursaries. The post holder will be required to facilitate workshops and courses to Carers to cover a wide range of financial awareness, knowledge and resilience information and will build on partnerships with other Organisations offering support in this area.

### ➤ Main tasks and responsibilities:

- Support Carers to improve their financial situation via one-to-one appointments in person, via telephone and online to carry out benefit checks and tax credit checks, supporting them to complete forms
- To provide information and support around the wide range of grants, discounts and concessions available to Carers and the individuals they care for.
- Provide Carers with information on the dangers of carbon monoxide and support them to access free carbon monoxide alarms
- Promote and support Carers to sign up to the priority services register with utility companies
- To support Carers to develop tools to effectively manage their finances and promote financial sustainability.
- Facilitate a wide range of workshops for Carers on ways that they can be more money wise and improve their financial wellbeing.
- Develop and promote partnerships with community fuel networks including fuel cooperatives
- Support carers to switch tariffs, access social tariffs and to claim payments including the warm home discounts
- Map Organisations locally and nationally, offering support around financial resilience and ensure Carers have access to this and it is updated regularly.
- Work with partner Organisations to increase the number of Carers known to DCCS including activities such as attending events, providing briefings for professionals and attending drop-ins
- Compile a range of supporting information factsheets around maximising income and minimising expenditure
- To use social media, newsletter and digital methods to improve communication and progress the project with all stakeholders.
- To engage with Carers to ensure the project develops around their needs and fills the current gaps
- To work closely with the Senior Leadership team to develop and achieve the targets of the Carers Fuel Poverty Alleviation Project
- Maintain accurate case records, assist in collating Carer feedback and evidence to ensure monitoring is up to date and relevant to the aims and objectives of the project
- To liaise with Carers Trust Project team and other Carers Trust network partners as required by the project to share progress and experience.

### ➤ Wider tasks and responsibilities

- Health & Social Care qualification
- Experience working with Carers
- Knowledge of legislation and current policies relating to Carers
- Counselling / listening skills

### ➤ Essential

- This post requires enhanced DBS clearance
- An understanding of and a sensitive approach towards the situations, needs and difficulties faced by Carers
- Skills to facilitate groups and coordinate courses and workshops
- Up to date knowledge and experience of giving advice and support to access welfare benefits, grants and bursaries
- Experience of working with vulnerable adults
- Ability to work both as part of a team and on own initiative
- Excellent skills and experience of working with Microsoft office, including word
- Excellent skills in the use of internet/email/ database
- The equivalent of an A level qualification or above
- Full driving licence and access to a car
- Good written and verbal communication/interpersonal skills
- Ability to maintain accurate records, identify monitoring requirements and complete monitoring information
- Ability to communicate effectively with people at all levels
- Willing to undertake training and development

### ➤ Desirable

- Health & Social Care qualification
- Experience working with Carers
- Knowledge of legislation and current policies relating to Carers
- Counselling / listening skills

The role is based at the Spennymoor office of Durham County Carers Support, to predominantly work in an allocated patch of County Durham. However, the job holder may be required from time to time work anywhere within County Durham.

➤ *Eligible candidates must complete application form and email to [jenni.wood@dccarers.org](mailto:jenni.wood@dccarers.org)*