



in partnership with



JOB DESCRIPTION

TITLE OF POST: Personal Navigator (Financial Inclusion)

Starting Salary: £22,462 to £24,313 (full time - 35 hours a week)

(Fixed term until 31.1.2020, with possible extension to 2022).

MAIN PURPOSE OF JOB

The post holder will provide non-legal support to financially excluded individuals through the creation of a “personal financial resilience plan” across North Derbyshire and North Nottinghamshire areas. The aim of the D2N2 Money Sorted programme is to enable financially excluded participants who are experiencing financial crisis and hardship to take control, build confidence and improve their money management skills to tackle their problems and move out of poverty and exclusion.

The post holder will work in partnership with key stakeholders across our catchment area and advice workers in our Housing & Debt Unit to provide 1-to-1 support to clients as well as ensuring that the project’s targets are met.

LOCATION OF THE POST

The post holder will be based at the main premises in Chesterfield and key offices in North East Derbyshire and North-West Nottinghamshire or at any other Law Centre premises within the catchment area.

RESPONSIBLE FOR:

The post holder will not be responsible for any paid staff.

RESPONSIBLE TO:

Members of Housing and Debt Unit.

MAIN DUTIES OF THE POST:

In conjunction with the Law Centre advice workers to:

1. Support participants throughout their journey on the 'Money Sorted in D2N2' programme to help them to manage their money better.
2. Undertake proactive outreach, working innovatively as needed, to engage participants relevant to the Money Sorted in D2N2 project criteria.
3. Use the 'Assessment and Evaluation Tool' with each participant, enabling them to form (and access) their Personal Financial Resilience Plan (PFRP), with a focus on an improvement in money management skills and longer term financial well-being.
4. Ensure support to participants in actions to address financial well-being & money management issues including their wider life factor needs, as identified in the PFRP– including immediate crisis work in the short, medium and long term.
5. Access specialist advice services and provide advocacy to participants on welfare benefits and generalist social welfare law.
6. Engage other external services, and liaise effectively and positively with those services.
7. Ensure the participant's 'Assessment Tool' record is kept up to date.
8. Carry out an evaluation with the participant at the end of their journey, using the 'Tool', to measure improvements in financial well-being, money management and distance travelled, assessing against their baseline, according to the project's objectives.
9. Identify if the participant is eligible for a 'Personal Budget' (expenses related) and, where relevant, oversee their use of it.
10. Attend meetings or training sessions for Personal Navigators in the Money Sorted in D2N2 project.
11. Maintain records and files according to the needs of the project and to quality standards and provide evidence required for project monitoring.
12. Treat all participants with the utmost respect throughout including providing culturally sensitive advocacy and support, removing any barriers to ensure maximum accessibility.
13. Ensure the confidentiality and security of all agency and client documentation and/ or information.

In addition, to:

14. Ensure clear and effective communication with project participants throughout.
15. Undertake own administration including maintaining case records and word processing.
16. Attend and participate in meetings and other relevant events.
17. Undertake any other duties as agreed between the post holder, the Housing and Debt Unit and the Law Centre's workers group or management committee.