

Advert

- Job Title:** Money & Energy Adviser
- Reports to:** Money & Energy Advice Service Lead
- Location:** Based at home/preferred place of work, with travel across the region as required
- Hours:** 35 hours Monday to Friday. Hours to be agreed with successful candidate. Must be sufficiently flexible to work irregular hours as demanded by the requirements of the post
- Contract:** Full time, fixed term contract, ending 31 March 2026
- Salary:** £27,000 pa (FTE) (plus expenses, pension, and generous annual leave) – pay review pending Jan 25

Role purpose

To deliver money and energy advice service for kidney patients struggling with their energy and water bills and other costs of living challenges. You will provide subject matter expert support within our Patient Support Services team, and will work closely with our Patient Support & Advocacy Officers to develop and grow this service in your area.

To raise awareness of the service and build strong relationships with kidney patients, professionals, and other kidney stakeholder groups in your defined geographic region.

Job Description

Job title	Money & Energy Adviser
Reporting to	Money & Energy Advice Service Lead
Location	Based at home/preferred place of work, with travel across the region as required

Role summary and purpose

To deliver money and energy advice service for kidney patients struggling with their energy and water bills and other costs of living challenges. You will provide subject matter expert support within our Patient Support Services team, and will work closely with our Patient Support & Advocacy Officers to develop and grow this service in your area.

To raise awareness of the service and build strong relationships with kidney patients, professionals, and other kidney stakeholder groups in your defined geographic region.

Key responsibilities

- With support, establish the Kidney Care UK Money & Energy Advice Service in the region for patients and carers at risk of fuel poverty to access independent support on money and energy matters
- Responsible for the day-to-day delivery of the Money & Energy Advice Service across the region, effectively managing an ongoing caseload
- Provide practical advice to patients, assessing their needs and identifying sources of support to resolve financial, practical and psychosocial challenges.
 - Activities will include creating budget plans, completing income maximisation checks and benefit claims, carrying out switching exercises and Home Energy Surveys (this is not an exclusive list of tasks)
 - Responsible for identifying cases where FSA approved advice is required, and supporting patients in the referral of their case to our approved partner organisation or other appropriate regional/national services
- Act as a gateway to local information and access to:



- Kidney Care UK Patient Grants service, raising awareness of the service and supporting applications
 - Kidney Care UK Patient Support & Advocacy Service, to ensure patients have access to reliable and accurate patient information relating to kidney disease, patient pathways, models of care, and patient choice
 - Kidney Care UK Counselling Service and other appropriate services to meet patients' emotional and physiological needs
-
- Work closely with local Kidney Care UK Patient Support & Advocacy Officers to ensure that patients receive expert advice in all areas of need, with smooth, effective handovers ensuring that patients feel supported and part of the Kidney Care UK 'family' at all times
 - Maintain records on the Kidney Care UK database to support service delivery and communications with patients, and facility effective reporting to Kidney Care UK and our funders
 - Raise awareness of Kidney Care UK and the benefit of its full range of Patient Support Services amongst kidney patients, their families, carers and professionals across the region
 - Provide insight on patients' concerns and unmet needs to inform Kidney Care UK research, campaigns, and new service development activity
 - Work in a way that respects the personal, social, cultural and spiritual needs of the individual and maintains the confidentiality of information they may have shared with you
 - Travel as required within your allocated region, and also work with clients and colleagues virtually, via online meetings or phone calls

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post

Person specification

Job title: Money & Energy Adviser

Skills, experience and knowledge	Essential	Desirable	Measured by (Interview, app form, test)
At least two years' experience of working within advocacy, social work or the Health and Social Care sector, ideally with a money and energy advice focus	✓		Interview, app
Excellent PC skills including Microsoft Office Word, PowerPoint and Excel. Ability to capture and record data in a central online database	✓		Interview, app
Excellent communications skills, including the ability to communicate effectively in writing and verbally to a wide range of audiences	✓		Interview, app
Excellent communication skills, including the ability to listen effectively	✓		Interview, app
Experience of assessing individuals' needs accurately and sensitively	✓		Interview, app
Ability to deal professionally, calmly and sympathetically with people affected by a chronic condition	✓		Interview, app
Ability to work independently and as part of a team	✓		Interview, app
Ability to travel independently throughout the allocated geographic area	✓		Interview, app
A level 3 Money & Energy Advice qualification is essential for this role. If you do not already hold such a qualification, we will fund your studies to meet this criteria within the first 3 months of employment		✓	Interview, app
Understanding of kidney disease and the needs of people with kidney disease, their families and their carers		✓	Interview, app
Experience of supporting people with one of more long-term conditions		✓	Interview, app
Knowledge of relevant UK benefits legislation and entitlements		✓	Interview, app
Knowledge of current energy support schemes		✓	Interview, app
Experience and understanding of UK safeguarding guidelines in relation to vulnerable adults and children		✓	Interview, app

How to apply

Please send your CV and a covering letter demonstrating how you would be perfect for this role to rhianna.hawkins@kidneycareuk.org

Applications invited until Monday 4 Nov 2024

Interviews will be held on Wednesday 13th November 2024