

Money & Energy Adviser



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

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)

**Ensuring no one faces
kidney disease alone**



About Kidney Care UK

Over 7 million people in the UK live with chronic kidney disease, and 1 million of them don't know that they do.

For over 45 years, Kidney Care UK has been at the forefront of supporting people with kidney disease. From our early days when we campaigned to introduce donor cards in the UK, we have worked hard to support and represent the interests of everyone affected by kidney disease.

We continue to provide practical, emotional and financial support for individuals, whilst also working with health professionals to improve care services and campaign for change.

We are here for the young and the old, for those struggling to make ends meet, for families and loved ones, and we fight tirelessly, giving our total support, to improve the lives of kidney patients and their families.

It is an exciting time to join Kidney Care UK. You will be a key part of our ambitious plans to ensure no one faces kidney disease alone.

Over 68,000

people in the UK are being treated for kidney failure



In the UK, over **7 million people** have chronic kidney disease (CKD)



around

30,000

are on dialysis in the UK right now



Safeguarding

Kidney Care UK is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk and expect all staff and volunteers to actively support this commitment. An enhanced DBS check will be required for this role.

Role purpose

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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

Skills, experience and knowledge	Essential	Desirable
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	✓	
Excellent PC skills including Microsoft Office Word, PowerPoint and Excel. Ability to capture and record data in a central online database	✓	
Excellent communications skills, including the ability to communicate effectively in writing and verbally to a wide range of audiences	✓	
Excellent communication skills, including the ability to listen effectively	✓	
Experience of assessing individuals needs accurately and sensitively	✓	
Ability to deal professionally, calmly and sympathetically with people affected by a chronic condition	✓	
Ability to work independently and as part of a team	✓	
Ability to travel independently throughout the allocated geographic area	✓	
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	✓	
Understanding of kidney disease and the needs of people with kidney disease, their families and their carers		✓
Experience of supporting people with one of more long-term conditions		✓
Knowledge of relevant UK benefits legislation and entitlements		✓
Knowledge of current energy support schemes		✓
Experience and understanding of UK safeguarding guidelines in relation to vulnerable adults and children		✓

How to apply

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

Applications invited until Friday 19 July 2024

Interviews will be held on Tuesday 30 July and Wednesday 31 July 2024

Employment benefits

✓ Pension

- Employer contributes 8% with minimum employee contribution of 2%

✓ Flexible working

✓ Retail discounts

✓ Generous annual leave

- 25 days annual leave (pro-rata for part time), plus Bank Holidays and three days between Christmas and New Year

✓ Cycle2Work Scheme

✓ Employee Assistance Programme

- Financial and debt advice service
- Access to range of online resources, podcasts, and advice
- 24/7 access to free, qualified counsellors (and up to eight face-to-face sessions per year)

✓ Health Cash Plan

- Claiming back towards the cost of routine medical and health treatments
- Discounted health club/gym membership for participating gyms
- Access to Virtual GP and prescription service, digital physiotherapy, as well as a health and stress helpline

✓ Family leave

- Enhanced Maternity, Paternity and Adoption Pay

