

# Money & Energy Co-ordinator



**Job Title:** Money & Energy Co-ordinator

**Reporting to:** Money & Energy Advice Service Lead

**Location:** Home based, with travel as required

**Hours:** Part time. 21hrs per week to be agreed with successful candidate

**Salary:** £23,000 pro rata based on 35hrs FTE pa (plus expenses, pension & generous annual leave)

**Ensuring no one faces  
kidney disease alone**





## About Kidney Care UK

Around 3.5 million people in the UK live with chronic kidney disease (CKD). Over 68,000 are treated for end-stage kidney failure, relying on dialysis or a transplant to keep them alive.

Treatments are gruelling and relentless and impact the patients' ability to work, maintain social interaction and live the life they choose.

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. Promoting better outcomes for people living with kidney disease we actively seek applications from people who live with CKD or who have experience as a family member or health professional.

**Over 68,000**

people in the UK are being treated for kidney failure



In the UK, around

**3.5 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. A standard DBS check will be required for this role.

## Role Summary and Purpose

**Job Title:** Money & Energy Co-ordinator

**Reporting to:** Money & Energy Advice Service Lead

**Location:** Home based, with travel as required.

**Hours:** Part Time (21hrs per week to be agreed with successful candidate).

**Contract:** Fixed term contract until 31st March 2026 with the possibility of extension.

**Salary:** £23,000 pro rata based on 35hrs FTE pa (plus expenses, pension & generous annual leave)

You will provide key inbound referral management and administrative support to the Money & Energy Advisers and within our Patient Support Services team for kidney patients struggling with their energy and water bills and other costs of living.

To raise awareness of the service and build strong relationships with people living with kidney disease and affected by kidney disease, professionals and other kidney stakeholder groups in your defined geographic region.

## Key Relationships

### External

- NHS Renal teams including allied health professionals
- Partner organisations
- Statutory services
- Other Money & Advice services

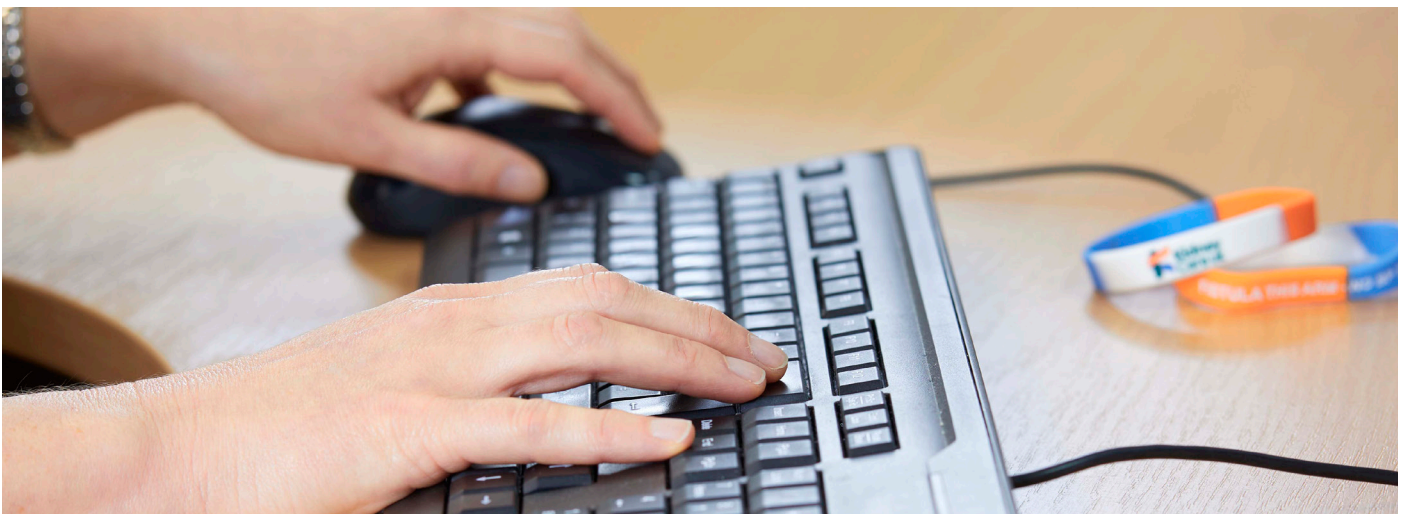
### Internal

- Patient Support Services teams (Patient Support & Advocacy, Grants, Counselling)
- Policy team
- Marketing & Communications team
- Fundraising team

## Key Responsibilities

- Responsible for the day-to-day administration and allocation of inbound referrals into the Money & Energy Advice service across the region, effectively managing initial contact, appointments and assistance for food / fuel vouchers and other grant service administration.
- Update and maintain manual and computerised database and case management systems and records in accordance with the service's internal policies/procedures and organisational standards.

- Collate and supply information and correspondence to internal and external contacts in accordance with required deadlines.
- Liaise with referring agencies to improve referral information and the general referral process for patients.
- Act as a gateway to local information and access to:
  - Kidney Care UK patient grants programme, raising awareness of the programme 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 to facilitate effective reporting to Kidney Care UK and to our funders.
- Raise awareness of Kidney Care UK and the benefit of its full range of Patient Support Services amongst people living with disease and affected by kidney disease 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.
- 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

Knowledge and Experience	Essential	Desirable
To deal positively and professionally with the general public, beneficiaries , and other professionals	✓	
At least 2 years' experience of administration duties and operating administrative systems, ideally working within Advocacy, Social Work or the Health and Social Care sector	✓	
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 of assessing individuals needs accurately and sensitively	✓	
Experience and understanding of UK safeguarding guidelines in relation to vulnerable adults and children		✓
Skills and Competencies		
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	✓	
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	✓	
Understanding of kidney disease and the needs of people living with kidney disease, their families and affected by kidney disease		✓

## 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](mailto:rhianna.hawkins@kidneycareuk.org)

Applications invited until Wednesday 5 June 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, plus Bank Holidays and 3 days between Christmas and New Year

## ✓ Cycle2Work Scheme

- Offered through Halfords scheme, cost-effective way to purchase a bike and accessories

## ✓ 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 8 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