

Advert

Money & Energy Adviser**FTE salary: £28,000 FTE****Pro rata salary: £18400 (23 hour week)****Home-based, with travel as required****23 hours per week****Fixed term maternity cover till 31 Dec 26 (subject to external funding)****About the role**

This is an exciting opportunity for an experienced welfare benefits advisor with a passion for sharing knowledge and supporting vulnerable people.

This post is providing maternity cover until 31 December 2026 – or until the early return of the substantive postholder.

With around 4 in 10 beneficiaries, we support seeking help with financial difficulties, this is a pivotal role for Kidney Care UK.

You will be working remotely providing income maximisation and energy advice and support for kidney patients in the UK, supporting them to achieve better financial security. Working closely with Patient Support & Advocacy Officers, provide informed and compassionate support to provide excellent outcomes for our beneficiaries.

Our external partners – British Gas Energy Trust have committed to fund our Money and Energy Service until March 2027. We anticipate confirmation by December 2026 whether funding will be extended beyond March 2027.

This role is made possible thanks to the support of British Gas Energy Trust.

About Kidney Care UK

Around 3.5 million people in the UK live with chronic kidney disease, and one million of them don't know that they do.

Since 1975, 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.

About the Money & Energy Advice Service

The Money & Energy Advice Service (MEAS) provides information and support for welfare benefits and income maximisation and promotes awareness of efficient energy use. Working closely with Patient Support officers, MEAS provides specialist knowledge and directly supports clients to achieve sustainable financial outcomes. The service was established in 2023 with the support of British Gas Energy Trust and is embedded as a valued element of the many ways Kidney Care UK supports people affected by kidney failure.

What we offer

Working at Kidney Care UK is incredibly rewarding and you will see the life-changing impact that the charity has on kidney patients and their families:

- Flexi-time – we are flexible about start and finish times, and flexible about your location.
- Annual and Christmas leave – we offer 25 days annual leave for full time employees plus bank holidays. We also close for three days between Christmas and New Year, and you don't need to take this from your annual leave allowance.
- Pension – you'll be eligible for and auto-enrolled into a pension scheme where your employer will contribute 8% of your salary.
- Health cashback plan – ability to claim back a wide variety of routine medical treatments.
- Employee Assistance Programme – access to a wide variety of support including counselling, health resources and advice.
- Cycle2Work scheme

Job description

Job title	Money & Energy Adviser
Reporting to	Money & Energy Advice Service Lead
Location	Home-based, with travel as required
Hours	23 hours per week
Contract	Fixed term maternity cover till 31 Dec 26 – or the earlier return of the postholder
Salary	Circa £28,000 FTE
Pro rata salary	£18400 (23 hour week)
External funding	Our external partners – British Gas Energy Trust have committed to fund our Money and Energy Service until March 2027. We are advertising this position as ‘permanent’ – we anticipate confirmation by December 2026 whether funding will be extended beyond March 2027.

Job Purpose /Main purpose of the Role

To manage your own caseload of clients, remotely providing income maximisation and energy advice and support for kidney patients in the UK, supporting them to achieve better financial security. Working closely with Patient Support & Advocacy Officers, provide informed and compassionate support to provide excellent outcomes for our beneficiaries.

Key Areas of Responsibility

- Contact referrals in a timely and professional way, making a complete assessment of their financial circumstances, responding to any specific needs or adjustments.
- Identify and agree a plan of action to best meet the client’s need, in line with the service specification.
- Activities across a range of tasks and interventions to secure better financial outcomes including income maximisation checks, making benefit claims, carrying out switching exercises and Home Energy Surveys, creating budget plans.
- Responsible for identifying cases where FSA approved advice is required and supporting patients in the referral of their case to other appropriate regional/national services.
- Engage with case work to achieve the client’s preferred outcome or support a referral to more appropriate agencies (for example, debt management).
- Provide information and support access to other internal services including Patient Support & Advocacy and Counselling.



- Work closely with Patient Support & Advocacy Officers to ensure that patients receive the best information and support centred on their specific needs.
- Maintain full and accurate case records on the Kidney Care UK database to facilitate accurate and timely reporting.
- Provide case studies and client stories to illustrate the impact of the service to funders and supporters when requested by the MEA Service Lead.
- Assist the MEA Service Lead to 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 post is home-based, with occasional UK travel to attend team meetings and events in person.
- 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.

Safeguarding statement

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 will be required for this role.

General and organisational responsibilities

- To actively contribute to organisational cohesion, encouraging cross-team working, and a problem-solving approach.
- To work in line with Kidney Care UK's values and Code of Conduct.
- To take personal responsibility and ensure compliance with corporate policies including safeguarding, confidentiality, health and safety and data protection.
- Demonstrate a commitment to personal development.
- Champion and promote equality, diversity and inclusion both in your area of work and the wider organisation to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- The duties and responsibilities are 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: Money & Energy Adviser

Knowledge, experience, qualifications	Essential	Desirable	Measured by (Interview, app form, test)
At least two years' experience of delivering welfare benefits information, advice and support with knowledge of UK welfare benefits systems and eligibility criteria.	✓		Interview, app form, test
Experience of assessing individual needs accurately and sensitively, using a compassionate and considerate approach to gather essential information.	✓		Interview, app form, test
Ability to deal professionally, calmly and sympathetically with people affected by a chronic condition.	✓		Interview, app form, test
Excellent communications skills, including the ability to communicate with clarity in writing and verbally.	✓		Interview, app form, test
Excellent PC skills including Microsoft Office, Word and Excel. Ability to capture and record data in a central online database.	✓		Interview, app form, test
Ability to work independently, managing referrals and your own caseload. and as part of a team.	✓		Interview, app form, test
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 form, test
Understanding of kidney disease and the needs of people with kidney disease, their families and their carers.		✓	Interview, app form, test
Experience of supporting people with one of more long-term conditions.		✓	Interview, app form, test
Knowledge of relevant UK benefits legislation and entitlements.		✓	Interview, app form, test
Knowledge of current energy support schemes.		✓	Interview, app form, test
Experience and understanding of UK safeguarding guidelines in relation to vulnerable adults and children.			

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