

As a community housing organisation Gateway is uniquely placed to offer excellent services to residents and deliver upper quartile performance. Our values and behaviours are at the heart of everything we do. We expect you to work in this way, engaging and encouraging your colleagues and teams to deliver our corporate vision.



JOB TITLE: **Older People's Money Management and Support Coordinator**

No line management responsibility

REPORT TO: Older People's Housing Manager

RESPONSIBLE FOR:

PURPOSE OF POST: Lead delivery of a high performing, customer focused service to customers in accordance with GHA service standards.

Deliver effective leadership and performance management of the team, resulting in a high-quality service that ensures compliance with standards set by GHA, local authorities, and regulators as applicable.

Working with the Leadership team and other colleagues to develop, and continuously improve performance across all KPI's and resident satisfaction.

KEY RELATIONSHIPS: Gateway customers, staff, Board Members and Executive Management Team, local councillors, Local Authority and peer provider representatives, external stakeholders, regulators, and commissioners of services.

JOB SUMMARY:

As an Older People's Money Management and Support Coordinator, you will be responsible for providing essential financial guidance, support, and advocacy to customers living in Gateway's Older Peoples' Schemes. Your primary focus will be to help older residents manage their finances, access appropriate benefits, and develop financial literacy skills. You will work closely with residents, their families, and external agencies to ensure their financial well-being, promote independence, and alleviate any financial challenges they may face. You will work with them to ensure that you coordinate support services for any other needs that impacts on their ability to live well and sustain tenancies.

RESPONSIBILITIES:

1. Financial Guidance: Provide expert advice and guidance to older residents on financial matters, including budgeting, debt management, banking, and money-saving strategies.

2. **Benefits and Entitlements:** Assist residents in understanding and accessing relevant benefits, allowances, and grants, providing support with applications, appeals, and assessments.
3. **Financial and Support Assessments:** Conduct comprehensive financial assessments with older individuals to determine their income, expenditure, and financial needs, identifying areas for improvement or intervention.
4. **Budget Planning:** Help residents develop realistic budgets and financial plans, considering their income, expenses, and financial goals, and offering ongoing support to ensure their successful implementation.
5. **Debt Management:** Assist residents in managing debt issues, negotiating repayment plans, liaising with creditors, and providing referrals to debt advice agencies, if required.
6. **Financial Literacy:** Organise workshops, training sessions, or one-on-one coaching to enhance residents' financial literacy skills, empowering them to make informed financial decisions.
7. **Partnership Development:** Collaborate with external agencies, such as debt advisors, welfare rights services, and local authorities, to access additional support and resources for older residents. You will work alongside internal colleagues to assess support needs and deliver against a support action plan to achieve the right outcomes for residents.
8. **Advocacy:** Act as an advocate for older residents in financial matters and other support needs, liaising with agencies and organisations to resolve disputes, negotiate fair outcomes, and protect their financial rights and promote their well-being
9. **Record-Keeping and Reporting:** Maintain accurate and confidential records of financial assessments, support provided, and outcomes achieved, ensuring compliance with data protection regulations, and producing reports as required.
10. **Policy Compliance:** Stay up to date with relevant financial regulations, legislation, and best practices, ensuring adherence to regulatory requirements and implementing changes as necessary.
11. **Tenancy Sustainment and well-being:** you will collaborate with Scheme Coordinators and other colleagues to ensure any tenancy sustainment challenges are addressed.

QUALIFICATIONS AND REQUIREMENTS:

- Proven experience working in financial support, debt management, or money advice roles, preferably with older adults or vulnerable populations.
- Ability to build partnerships internally and externally.
- Sound knowledge of financial management principles, budgeting techniques, debt management strategies, and benefits systems in the United Kingdom.
- Strong communication and interpersonal skills, with the ability to explain complex financial concepts in a clear and accessible manner.

- Excellent organisational and time management abilities, with attention to detail and the ability to multitask effectively.
- Empathy, compassion, and patience when working with older individuals, understanding their unique financial challenges and needs.
- Proficient in using relevant computer applications and databases for financial calculations, record-keeping, and reporting purposes.
- Knowledge of available community resources, agencies, and services that can provide financial support to older residents.
- Ability to work independently as well as part of a team, demonstrating initiative, problem-solving skills, and flexibility.
- A commitment to maintaining confidentiality and respecting the privacy of residents in financial matters.

July 2023