Mansfield District Council

Job Description

Post title	Financial Inclusion Officer	**Grade**	4
Department	Housing Needs	**Post ref**	CHN08

Overall job purpose
To ensure the provision of comprehensive money and welfare rights advice to clients within the Mansfield district in order to maximise their financial inclusion.

Reporting relationships	
Reports to:	Housing Solutions Team Leader
Responsible for:	N/A

Key tasks and responsibilities – post specific
To act as a specialist for the Council on all aspects relating to financial inclusion / money advice and welfare rights entitlements
To undertake direct casework with clients within their own homes, or at an agreed location, subject to risk assessments.
To investigate a client's debt, including a diagnosis of their debt and debt prioritisation.
To negotiate with Creditors on behalf of clients.
To be aware of Court procedures, to give appropriate advice to clients and stakeholders, preparing relevant documentation on the client's behalf.
To represent the Council and clients at Appeals and Reviews, Tribunals, Commissioners hearing, other appropriate forums and to attend court, when required.
To provide updates to stakeholders on legislative changes and trends in the claiming of housing and welfare benefits that might impact upon the provision of Council services.
To provide training to relevant stakeholders on financial inclusion and welfare benefits.
To provide advice and assistance to the Council's tenants to prevent the accrual of rent arrears, and to advise housing staff of levels of repayment on outstanding arrears.
To ensure maximum opportunity is given to the Council's tenants to receive money advice and welfare rights advice when legal action is being threatened.
To work outside normal office hours when required. For example, to attend home interviews, advice surgeries and / or tenant meetings.
To keep clear, accurate and up to date case records, to provide ad hoc statistics and regular reports, as required

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.

Ensure that at all times all Health & Safety legislative requirements are met; that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature			
This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.			
Employee signature:		**Date:**	