

<b>Job Title</b>	<b>Financial Inclusion Facilitator</b>	<b>Pay Band:</b>	Staff
<b>Reports to</b>	Client Pathways Joint Team Leaders	<b>Pay Tier Range:</b>	6.0 – 6.6
<b>Occupational Requirement(s):</b>	Active Christian Faith	<b>Status:</b>	Permanent
<b>DBS Requirement:</b>	Enhanced	<b>Weekly Hours:</b>	30 hours
<b>Job Purpose</b>	To enable the mission of Jesus Christ through the provision of financial inclusion work within Trussell Foodbank outlets across the South/East of Bristol. To develop effective and creative empowerment approaches which enable clients to access advice services and gain financial confidence and stability. To connect with other wider support agencies in South/East Bristol and connect clients with communities. To provide broad access to financial empowerment for clients across all inHope services and activities.		
<b>Outcomes</b>			
<ul style="list-style-type: none"> <li>• Clients who access inHope spaces, its services/activities, have an increased sense of <u>safety, being known and community</u>.</li> <li>• Clients of inHope services demonstrate <u>increased financial security</u> and the personal capacity to access support when needed.</li> <li>• Clients of inHope are signposted to specialist services, appropriate to their needs.</li> <li>• Clients of inHope identify an increased sense of <u>personal resilience and hope for the future</u>.</li> <li>• The voice of inHope's clients is heard within inHope's service design and provision.</li> <li>• A collaborative approach to addressing homelessness, addiction recovery and/or food/fuel poverty in Bristol is evident.</li> </ul>			
<b>Outputs</b>			
<ul style="list-style-type: none"> <li>• Support clients to overcome financial challenges and insecurity, with access being given to support services and money skills training.</li> <li>• Clients feel less isolated by engaging with local community groups, churches and peer networks.</li> <li>• Clients have access to safe, trauma informed support, ensuring they feel respected and understood.</li> <li>• Information, data and intelligence is collected from clients which can be used to demonstrate impact in shaping the service.</li> <li>• Partnership, collaboration and networking that contributes to collective approaches that address client needs.</li> </ul>			
<b>Key Tasks</b>			
<ul style="list-style-type: none"> <li>• <b>Financial Inclusion Facilitator:</b> <ul style="list-style-type: none"> <li>○ Engage with clients at Foodbank outlets and other inHope spaces (SoH, WG, LR) to assess needs and refer to in-house Advice Workers.</li> <li>○ Undertake basic financial inclusion support across other inHope teams such as budget planning, reducing household bills which includes grant applications and water reduction plans.</li> <li>○ Undertake tasks, where appropriate, as agreed with in-house Advice Workers from their initial assessments of clients.</li> <li>○ Empower clients to assess their own needs, providing them with the tools and guidance to understand their financial and personal situations.</li> <li>○ Assist clients with basic form completion and to connect with new areas they are living in.</li> <li>○ Maintain accurate and up-to-date client engagement records.</li> <li>○ Support clients, where appropriate, in building connections with local community and local churches, helping them access additional support and build social resilience.</li> <li>○ Help to ensure that engagement with clients in all spaces (WG, SoH, LR and FB outlets) and in programme delivery is Psychologically and Trauma Informed (PIE &amp; TI).</li> <li>○ Support collaboration across inHope Services to provide an integrated, and seamless experience to inHope clients.</li> <li>○ Empower clients, where possible, to have access to financial inclusion support.</li> <li>○ Promote cross service collaboration by participating in meetings with inHope teams to enhance service coordination.</li> <li>○ Supervise Service Team volunteers in helping clients access financial inclusion support.</li> <li>○ Work with Client Pathways Team Leaders to develop future sustainable advice and financial empowerment services, including volunteer training and support.</li> </ul> </li> <li>• <b>Compliance with law and good practice</b> <ul style="list-style-type: none"> <li>○ Contribute to the risk register(s) covering service delivery.</li> <li>○ Ensure that risk registers are up to date for programmes and activities provided.</li> <li>○ Be risk aware, ensuring compliance with inHope and Foodbank policies and procedures.</li> <li>○ Contribute to creating, developing and refreshing policies and procedures which serve the needs of the Client Pathways Team.</li> </ul> </li> </ul>			

- **General Duties**

- Christian pastoral care for colleagues within inHope.
- To participate in, and sometimes lead, tasks and other activities that further the work of inHope from time to time.

### Key Attributes

- **Person Statement**

An organised person with a track record of serving clients in a support and advice setting. Someone who seeks to empower clients so that they build personal capacity and resilience. A person with the ability to think creatively and adapt within known frameworks. Has a sense of God's call to use their skills and experience to serve clients and realise the outcomes of the charity.

- **Essential Attributes**

- Is outcome focussed and thrives in values-based teams.
- Approachable, relatable and confident when engaging with the diverse client group accessing inHope services, including those with multiple needs.
- Has emotional and cultural intelligence, non-judgemental when working with clients from diverse backgrounds.
- Has awareness of the broad range of client situations and can align their needs to programmes which meet those needs and empower clients.
- Has understanding and experience of Financial Inclusion support for clients.
- Experience of the vulnerabilities of inHope's client groups and experience in ensuring clients receive Psychologically and Trauma Informed (PIE & TI) support, services and activities.
- Positive, optimistic and resourceful when dealing with obstacles and change.
- Is motivated by hearing from and positively engaging clients in service design and delivery.
- Is aware of their own wellbeing needs, and accesses internal and external support as needed.
- Ability to fulfil their workload effectively, recognising the needs of others within their team.
- Experience of using M365 apps (intermediate competency) and cloud-based tools. [M365 Proficiency Scale.pdf](#)
- Maths and English to GCSE Grade B or equivalent and completed their secondary education or equivalent, or qualified by experience.

- **Desirable Attributes**

- Understanding of the Benefits System and Debt Interventions.
- First Aid at Work Trained.
- Awareness of Health & Safety requirements.

### Key Relationships

- **Team**

- Member of the Client Pathways Team led by the Client Pathways Joint Team Leaders.
- Member of the service delivery team led by the Head of Services.

- **Primary Relationships**

- Line managed by one of the Client Pathway Team Leaders, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing and development.
- Work collaboratively with the Head of Services, Team Leaders / Managers and service delivery staff and volunteers.
- Work collaboratively with the support function managers and staff.
- Work collaboratively with external partners and service providers inclusive of the Foodbank Citizens Advice Workers.
- Work collaboratively with the South & East Bristol Foodbank Outlet Team Leaders.
- A fully participative member of the staff team attending staff meetings, prayer times and events.
- To build good and supportive working relationships with the whole staff team.
- To positively engage with appropriate self-development and external training.