

Job Title	Financial Inclusion Facilitator	Pay Band:	Staff
Reports to	Client Pathways Joint Team Leaders	Pay Tier Range:	6.0 – 6.6
Occupational Requirement(s):	Active Christian Faith	Status:	Permanent
DBS Requirement:	Enhanced	Weekly Hours:	30 hours
Job Purpose	To help people experiencing financial hardship build greater confidence, stability and independence. Working across inHope services, the role provides practical financial support and connects clients with advice and specialist services. Through compassionate and empowering support, the role contributes to inHope’s Christian mission.		
Outcomes			
• InHope’s clients have greater financial confidence, security and resilience. • Clients are better able to access the advice and support they need. • Clients feel safe, valued and connected to their communities. • Clients have greater voice and influence over the support they receive.			
Outputs			
• Clients receive practical financial support and money skills guidance, appropriate to their needs. • Clients are connected with advice, specialist services and community support. • Support is delivered in a safe, respectful and trauma-informed way. • Client insight and partnership working contribute to effective, joined-up services. • Volunteers within inHope’s services are equipped to contribute to financial inclusion work.			
Key Tasks			
Financial Inclusion Facilitator: • Engage with clients across inHope’s services, identifying financial and wider support needs and connecting them with appropriate advice. • Provide practical financial inclusion support, including budgeting, reducing household bills, grant applications and basic form completion. • Empower clients to understand their circumstances, build financial confidence and develop skills that support greater independence. • Work alongside Citizens Advice Workers and other advice services to ensure clients are able to access advice. • Help clients build connections with community groups, churches and other sources of support, strengthening their social networks and resilience. • Enable and train volunteers to undertake appropriate financial inclusion tasks. • Ensure support is psychologically and trauma informed, creating a safe, respectful and person-centered experience. • Work collaboratively with inHope teams and external partners to provide coordinated and joined-up support. • Maintain accurate client records, contribute to impact measurement and learning.			
Compliance with law and good practice • Contribute to the risk register(s) covering service delivery, ensuring they are up to date for financial inclusion work. • Ensure financial inclusion work complies with inHope policies and procedures.			
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

A compassionate, organised and resourceful person with experience of supporting people experiencing financial hardship and other challenges. Someone who works in an empowering and trauma-informed way, builds positive relationships with clients and partners, and helps people develop confidence and independence. A person who shares inHope's Christian values and is committed to making a positive difference in people's lives.

Essential Attributes

- Experience of providing financial inclusion, advice or practical support to people experiencing financial hardship or other challenges.
- Approachable and confident in building positive relationships with a diverse range of clients, including people with multiple or complex needs.
- An empowering, non-judgemental and trauma-informed approach, enabling clients to build confidence, resilience and independence.
- Good understanding of financial inclusion and the practical support that can help people improve their financial circumstances.
- Ability to identify client needs and connect people with appropriate advice, specialist services and community support.
- Ability to work collaboratively with colleagues, volunteers and external partners to provide joined-up support.
- Organised and resourceful, with the ability to manage competing priorities, maintain accurate records and adapt to changing needs.
- Confident using Microsoft 365 and cloud-based systems, with an appropriate standard of written English and numeracy.
- An active Christian faith and commitment to inHope's Christian ethos and values.

Desirable Attributes

- Knowledge of the benefits system and other financial support available to people experiencing hardship.
- Experience of working with foodbanks, homelessness services or other community-based support services.
- Experience of working with or supporting volunteers.
- Knowledge of local advice, community and support services and effective referral pathways.

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

- Client Pathways Team Leader: Line management, support, wellbeing and professional development.
- Client Pathways and wider Service Teams: Collaborative working to provide coordinated, person-centred support across inHope.
- External advice, community and support organisations: Building relationships and referral pathways that help clients access appropriate support.
- Wider inHope staff and volunteers: Contributing positively to the life, Christian ethos and collaborative culture of the organisation.