

Income Maximisation Adviser

1 FTE 37.5 hours per week, salary £26,243 or 2 x 18 hours per week, salary £12,766.86

Based at our Snainton office with hybrid working available & travel to our 'at place' spaces.

Fixed term – July 24 to March 26 (in the first instance)

This is a new project funded through Carers Trust, to provide advice and guidance to unpaid carers to maximise their income, reduce debt and ensure carers are accessing services available to them.

For this role you will need to be a good communicator both in person and on the telephone, organised and efficient with documenting contacts, possess an empathetic nature and be dynamic in your approach.

The aim of the project is to offer a range of advice to unpaid carers including a telephone advice line around income maximisation, benefits, debt advice (general and fuel) plus guidance on services carers can access. The advisor will also facilitate group presentations and drop-in sessions offering advice and guidance, as well as supporting unpaid carers to complete forms and applications. Through the advice and guidance provided, the advisor will support unpaid carers to maximise their income, encourage access to services available and increase resilience around money management.

The project will include working alongside the team at Carers Plus Yorkshire, professionals, other organisations and the wider community, to raise awareness of unpaid carers and the financial challenges they face.

If this sounds like the role for you, we offer in return an attractive annual leave package of 25 days plus bank holidays (with service length increases up to 30 days plus bank holidays). We also offer a healthcare cover plan for free dental and optical care plus a range of other benefits. Own transport is essential.

The closing date for this application is Wednesday 3rd July at 12 noon.

Interview dates will be held on Friday 12th July.

Find full job pack inside:

- General briefing paper and about CPY
- Job description
- Person Specification

Recruitment Briefing Paper

Welcome to Carers Plus Yorkshire Ltd (CPY). We are delighted you are considering an application to work with the Charity and look forward to reading all about you! We thought it may be helpful to share a little about us and what some of the practicalities are around CPY working life:

Our Mission: Carers Plus Yorkshire enables unpaid Carers and those we support in the Community, to be heard and feel empowered to improve their own wellbeing and make positive changes in their day to day lives.

Our Core Objectives

Carers Plus Yorkshire is the **'go-to'** organisation offering support to Carers and the Wider Community across our developing footprint.

We seek to operate through four underpinning objectives:

- ✓ To offer **independent, high quality, information advice and support** through a range of services relevant to all clients and local communities, in the interest of improving personal health and wellbeing
- ✓ To proactively **represent the voice and needs** of the communities we serve; to listen, to respond and thereby influence the commissioning and delivery of services to accurately reflect needs
- ✓ To **raise awareness** of the support available and ensure the localities we serve take full advantage of our services – especially by reaching out to those who are hidden in our communities and need encouragement to access advice and information
- ✓ To **work in partnership** through **meaningful collaborations** with a wide range of other organisations; maximising the resources and services available across our geographical area.

- The organisation is both a Registered Charity and a Company Limited by Guarantee. We pride ourselves on living by our values, developing a ‘caring’ and supportive environment for all our staff team. However, the Charity also has a keen eye for business, looking to work in partnership with others for a long and sustainable future.
- CPY is funded through a combination of contracts and grants from national and local bodies.
- CPY work is primarily to support unpaid family carers from the age of 8 years old upwards. We also have a growing portfolio of community-based services supporting a wider range of adults (carers and non-carers) who would benefit from some form of additional support.
- Our website details more about the organisation and the full range of services offered www.carersplus.net

Summary Employee information

We thought it would be helpful to share some of the basic employee information with you:

- **Hours of work:** A full time post with CPY is typically 37.5 hours. Normally worked Monday to Friday 9am-5pm, with a 30mins lunch break. We do operate a TOIL system for when weekend/evening work is required – this is a minimal commitment but may be required at times
- **Payroll:** salaries are paid calendar monthly by the 26th of the month or earlier if 26th falls on a weekend or Bank Holiday.
- **Pension:** CPY offers a Group Personal Pension through Legal & General. Auto enrolment rules are followed. Employer contribution is 5%, minimum Employee contribution is 3%
- **Healthcare Cash Plan:** an optional benefit to help with costs such as dental, opticians, etc. Full details will be given.

- **Annual Leave entitlement:** Leave entitlement starts at 25 days and raises in increments to 30 days after 6 years' service. Bank Holiday entitlement is in addition to this
- **Expenses:** all staff members are entitled to claim work related expenses; mileage is paid at 45p per mile (excluding commuting to and from your base of work). Expenses are paid monthly separately to payroll.
- **Sick leave and entitlement:**
 - If you need to take sick leave within your first 4 months of work – statutory sick pay only payable
 - Between 4 months and one years' service – entitlement is 4 weeks (2 weeks at full pay, 2 weeks at half pay)
 - After one years' service – entitlement is 8 weeks (4 weeks at full pay, 4 weeks at half pay).
 - After 6 years' service – entitlement is 16 weeks (8 weeks at full pay, 8 weeks at half pay)
- **Induction and Probation:** We are keen to ensure all new staff feel welcome, confident and part of the team as soon as possible. To aid this process we have a comprehensive 4-week induction process (including relevant training, familiarisation with the full-service portfolio, a firm understanding of project expectations and practice shadowing). We support staff to successfully navigate a 6month probationary period.
- **Staff Welfare:**
 - Through a line management structure, CPY ensures all staff are supported through individual and confidential supervision sessions on a monthly basis.
 - We have a monthly 'team meeting' structure that encourages staff to share progress/experiences and learning with their peers
 - Counselling services also available through the Healthcare Cash Plan scheme

“Why choose CPY? Well why not!? I've worked for CPY for nearly 4 years. The work is varied and I get a great sense of being part of a big team even though the service I work on is myself and a colleague. CPY really cares about the work they provide in terms of offering carers and non-carers the opportunity to gain valuable support for themselves. But it also cares about its staff and volunteers, I have been able to develop and enhance existing skills and knowledge and get the chance to support new colleagues so they too have a sense of belonging to this great organisation”. **Sarah**

We hope you found the above information helpful.

Job Description

Title:	Income Maximisation Adviser
Hours:	Options of 1 FT 37.5 hrs or 2 x PT 18 hours (please indicate preference)
Office Base:	Carers Plus Yorkshire, Snainton with hybrid working available and some travel to our groups/ at place spaces
Accountable to:	Chief Executive Officer
Line Management:	Development & Fundraising Manager
Contract:	Fixed Term to 31 st March 2026
Delivery Area:	Scarborough, Whitby, Ryedale, Hambleton and Richmondshire Office or hybrid working available and telephone options to cover some areas.

Job Summary:

The Income Maximisation Adviser is a new project funded through Carers Trust, to focus on providing advice and support to unpaid carers who are low income/financially excluded/in fuel debt, taking a holistic approach in exploring energy, debt and benefits issues.

The role will include a range of advice and guidance via telephone, online, small groups and 1 to 1 individualised support; around income maximisation, benefits, debt advice (general and fuel) and services which unpaid carers are entitled to but may not be accessing fully.

The adviser will run a dedicated income maximisation advice line, as well as visiting groups to offer advice through presentations, workshops and informal discussions. They will support unpaid carers to complete forms and applications for financial support and services. The advisor will also offer drop-in sessions in our 'at place' spaces for carers to access in person 1 to 1 advice.

The aim of this role is to support unpaid carers to maximise their income, encourage access to services available and increase resilience around money management through the advice, guidance and support given.

For this role you will need to be a good communicator both in person and on the telephone, organised with record keeping/ report writing and possess an empathetic nature. As this is a new role being dynamic in your approach is important too.

The project will include working alongside the team at Carers Plus Yorkshire, professionals, other organisations and the wider community, to raise awareness of unpaid carers and the challenges they face.

Key Duties:

1. To act as a point of contact (through our dedicated advice line) for carers experiencing financial hardship and to take a holistic approach to assessing financial wellbeing
2. When carers are referred in service, assess their needs and jointly agree a plan to address those needs adopting a person-centred strengths-based approach – either through direct activity or by referring to other agencies.
3. To produce information for carers on the range of benefits, grants, services and concessions available to them and the individuals they care for
4. To support carers to develop tools to effectively manage their finances and promote financial sustainability
5. To support carers through our existing carer groups and income maximisation specific groups.
6. To support carers to apply for the Priority Service Register with energy providers
7. To promote safety of vulnerable families through use of gas taps and carbon monoxide alarms.
8. To work with all teams within Carers Plus Yorkshire to identify carers who are experiencing financial hardship
9. Where other services may be more appropriate to meeting the needs of a carer make referrals to these services – as agreed with the individual carer.
10. To provide independent advice, information and support through the development of advice lines, drop-ins, activities and targeted opportunities.
11. To work with appropriate external partners to build wider expertise and specialist support for Carers within the community as required.
12. To ensure Carers are at the heart of any development; building the confidence of Carers to maximise their income, manage their financial situation and increase resilience.
13. To provide a professional, independent low-level advocacy support and signposting/referring to relevant health providers, etc.
14. To explore and develop new ways to reach, identify and support carers within the community (this will require a level of enthusiasm and forward thinking).

General Duties:

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To comply with Carers Plus Yorkshire's policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
3. To maintain monitoring and recording systems, using Charitylog data base (training given)
4. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
5. To identify and agree with your Line Manager your own training and development needs and seek ways to address them.
6. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
7. Be an active participant in Team meetings and full staff Team Meetings.
8. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
9. To take responsibility for specific pieces of 'project' work in line with agreed project outputs and in agreement with the funder.
10. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

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This Job Description is not meant to be exhaustive, and the organisation reserves the right to require the job holder to be flexible and perform duties other than those listed according to the changing requirements of the organisation.

This job description may be reviewed in consultation with the postholder from time to time.

June 2024

Person Specification

Experience, skills and knowledge:

- Have experience of giving advice, preferably on income maximisation, debt and energy related matters or other enquiry areas such as welfare benefits.
- Experience of completing assessments including qualitative and quantitative surveys for the purpose of monitoring and evaluating progress
- Some experience of inputting data on to a database/CRM, though full training will be given
- Ability to use IT systems and electronic resources in the provision of advice, administrative support and in preparation of reports
- Experience of using and developing outcome measurement tools – to support monitoring and showing the difference the service makes
- Experience of data analysis, including input and exporting of raw data
- Ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing, and check accuracy of calculations
- Experience of working in the community, e.g. lone working, at place hub spaces and community venues
- Some experience in developing and supporting workshops, small group learning experiences and events.
- Experience in professional case note keeping
- Have excellent interpersonal skills and the ability to assess and support carers using sensitive listening and questioning skills
- Demonstrate an understanding of issues affecting unpaid carers and the implications on the carers and the service
- An understanding of safeguarding and its requirements within North Yorkshire
- Some knowledge of local services and networks available to carers and their families

Personal Attributes:

- Ability to travel across the area independently by car (travel expenses will be paid)
- Confidence to work as a lone worker in a community setting
- Ability to work in a team to ensure a positive working environment and be flexible and adaptable to the needs of the organisation and work requirements.
- Willingness to undertake any relevant training to enhance the role.
- A proactive approach and willingness to generate ideas, to develop the service to identify more carers requiring support within the community
- Able to be flexible in working hours and days – occasional work over evenings and weekends required.
- Creative, enthusiastic, adaptable to changes relating to role and a striving to making the difference to carers we support

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Please note that you should complete your application form / covering letter considering that it will be scored against the attributes, skills and knowledge listed above

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you might have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.

June 2024