

**Job title:** Financial Resilience Navigator

**Salary:** £32,682 - £33,662.46 depending on experience + pension contribution

**Location:** Hybrid- London Borough of Richmond Upon Thames

**Annual Leave:** 28 days per annum, plus bank holidays.

**Hours:** 35 hours per week

**Contract:** Permanent subject to funding

**Report to:** Project Manager

Are you passionate about making a real difference in people’s lives? Do you thrive on working collaboratively to support those most in need? If so, we’d love to hear from you.

We're launching an exciting new project and are looking for a **Financial Navigator** to join our team and lead the way in supporting vulnerable individuals and households across Richmond Borough. This role is all about *connection, compassion, and coordination*.

**About the role**:

We are launching an innovative Financial Resilience Navigator project, funded by Richmond and Wandsworth Councils, aimed at providing holistic support to vulnerable households to put them on a more sustainable financial footing. The Financial Resilience Navigator will serve as a single point of contact, assisting clients in navigating the complexities of welfare benefits, income maximization, debt management, housing and other related issues. This role emphasises collaboration with various organisations and council services to ensure that clients receive comprehensive support without the need to repeat their stories to multiple agencies. In particular, the postholder will develop strong working relationships with different council services and have a monthly meeting with the Council project manager to discuss progress, identify any issues and contribute to the continuous improvement of the navigator project.

**Key Responsibilities**

**Client Support and Advocacy:**

* Provide comprehensive advice on welfare benefits, income maximisation, debt, housing.
* Act as an advocate for clients, liaising with relevant agencies to address their needs effectively. This will include representing the client at case conferences that bring together professionals from various services to discuss the support that can be provided to the client.

**Community Engagement:**

* Conduct outreach sessions in community centres and partner organisation locations to reach clients who may face barriers accessing traditional services.
* Collaborate with local organisations to identify and support individuals in need.

**Case Management:**

* Maintain accurate and up-to-date case records in accordance with organisational policies.
* Monitor client progress and adjust support plans as necessary to ensure positive outcomes.
* Check in with clients regularly to ensure the postholder is fully sighted on any changes to their situation.

**Stakeholder Collaboration:**

* Work closely with council services, non-profit organisations, and other stakeholders to coordinate support efforts.
* Participate in regular meetings to share insights and improve service delivery, including a monthly meeting with the Council project manager and the other navigators across Richmond and Wandsworth.

**Reporting and Evaluation:**

* Prepare reports detailing client outcomes and project impact for funders and stakeholders.
* Contribute to the continuous improvement of the Financial Resilience Navigator programme through feedback and evaluation.

  **Person specification**

**Essential:**

* Demonstrated experience in providing advice on welfare benefits, debt, housing and other related areas.
* Strong interpersonal skills with the ability to build trust with clients from diverse backgrounds.
* Skills to liaise effectively with statutory and voluntary sector providers to secure the best outcomes for clients.
* Excellent organisational skills and the ability to manage a caseload effectively.
* Proficiency in using IT systems for case management and reporting.
* Commitment to equity, diversity, and inclusion principles.

**Desirable:**

* Experience working in partnership with local authorities or community organisations.
* Familiarity with Citizens Advice systems and procedures.
* Knowledge of local resources and services available to support vulnerable people.

**How to Apply:**

We are recruiting for this position on a rolling basis and reserve the right to close the vacancy once a suitable candidate is found. We encourage interested applicants to apply promptly.

Submit your **CV and written answers to the following two questions** to admin.hhill@citizensadvicerichmond.org

1. Please describe your experience in providing advice across welfare benefits, debt, and housing. Can you give an example of how you have supported a client facing complex, interrelated issues in these areas?
2. This role requires significant collaboration with council services and other organisations to advocate effectively for clients. Could you outline your approach to building effective working relationships with external partners to achieve the best outcomes for a client?

*If you have any questions about the role or the application process before applying, please contact Firoozeh at* *firoozeh.fattahi@citizensadvicerichmond.org*