Logo, company name

Description automatically generated

**Job Profile**

**Role Title** Financial Inclusion Development Coach   
**Team** Learning and Employability  
**Salary** £22,626 - £24,904 (depending on experience)  
**Working hours** 36.25hrs

**Location** Fraserburgh, Aberdeenshire with occasional need to travel to other Foyer locations, and opportunity for hybrid working

**Why?** To support people of all working ages in their local communities to find solutions, increase confidence, learn new skills, and gain qualifications, preventing poverty and increasing access to resources that will support people to shape and build positive futures for themselves

**What?**  To provide a comprehensive financial inclusion service to a range of new and existing clients who require advice, support and monitoring including debt advice, welfare benefits advice and financial capability, enabling people to progress into education, training, and employment.

**Key Competencies**

* Build meaningful relationships with clients based on honesty, compassion, and trust
* Empower, encourage, and inspire clients, enabling them to gain confidence and self-awareness using a strengths-based approach.
* Ability to actively listen and communicate respectfully and appropriately with clients and others involved in their lives.
* Ability to develop personal action plans with clients to aid ownership of their own development and progression.
* Negotiate for the resources and funding required to achieve successful outcomes for clients and provide budgeting and administrative information.
* Work in partnership with key external stakeholders such as agencies and community groups promoting the service, as well as with internal Foyer teams in co-ordinating tailored support.
* Seek out external support services where necessary to further support any additional barriers clients may have to ensure a comprehensive and efficient service
* Supervising training and supporting team members dealing with benefit enquiries
* Ensure all pre and post advice surveys are completed for all clients
* Ability to keep up to date with all relevant legislation, case law, policy and good practice
* Ability to regularly and accurately update, record and monitor data and client’s progress to ensure administration of evidence as required
* Contribute to “impact” recording of the service through data collection

**Behaviours**

* Demonstrates a belief in people and their potential, and understanding of the ways that people can recognise and achieve their ambitions
* Models inclusive behaviour when interacting with clients, the team, and all stakeholders
* Solutions focused; appreciates and supports teamwork and flexibility
* Understands the value of having a sense of belonging to your local community
* Non-judgemental and empathetic; understanding of clients’ financial circumstances and a commitment to seek out the best approach to support clients
* Excellent organisation, communication and influencing skills; able to work in partnership with other agencies and stakeholders
* Comfortable working autonomously, take responsibility within own remit and remain calm whilst multitasking, sometimes under pressure or to deadlines
* Versatility and willingness to engage with change when necessary
* Willing to take ownership of own self-development and participate in identified training and development opportunities

**Qualifications & Experience**

* Qualification in a relevant discipline and/or demonstrable experience in a specialist area such as employability, training, education, careers or health and social care
* Proven track record of successfully supporting people towards employment, training, volunteering or education
* Good working knowledge of legislation in relation to the benefits system and welfare benefits including Universal Credit, the legal rights of debtors and creditors and of money advice strategies
* Working knowledge of (or willingness to learn about) the impact of mental ill health and drug and alcohol misuse, the criminal justice and welfare benefits systems
* Knowledge of local community resources and ways to connect people to those which work for them
* Knowledge of boundaries and needs around confidentiality and data protection
* Knowledge and understanding of equalities and diversity
* Membership of the PVG scheme for Adults is required, we will provide support
* Competent digital skills including but not limited to Microsoft Office