

Financial Wellbeing Family Hub Coach – Crisis and Resilience Fund Grade 07

About the Service

Children and Family directorate aim to create an environment where children, young people and families are supported to thrive within their communities by building on their strengths and addressing challenges at the earliest opportunity.

The Financial Wellbeing Coach's play a key role in helping residents improve their financial circumstances, reduce the impact of poverty and build long-term resilience. Through a combination of tailored advice, practical support, financial education and partnership working, we support individuals and families to maximise income, manage debt, access appropriate benefits and develop the skills and confidence needed to improve their financial wellbeing.

We recognise that financial difficulties can have a significant impact on health, wellbeing, family relationships and life opportunities. By providing early intervention and preventative support, we help residents navigate financial challenges before they escalate into crisis, enabling them to remain independent, resilient and connected to their local communities.

Working in this way supports Staffordshire County Council's commitment to prevention and early help, ensuring that families receive the right support at the right time and reducing the need for more intensive specialist services in the future.

About the Role

As a Financial Wellbeing Coach, you will work directly with individuals and families across Staffordshire to improve financial resilience, reduce the impact of poverty and support positive long-term outcomes. You will provide tailored one-to-one and group-based support, helping residents to maximise income, manage household budgets, access welfare benefits, reduce debt and overcome financial barriers that affect their wellbeing.

Working within Family Hubs and local communities, you will build trusted relationships with residents, empowering them to make informed financial decisions and develop the

confidence, knowledge and skills needed to achieve greater financial stability. You will take a strengths-based approach, recognising the unique circumstances of each individual and helping them identify practical solutions to improve their financial situation.

The role requires close partnership working with a range of agencies and services to ensure residents receive the right support at the right time. You will identify wider needs that may be impacting financial wellbeing, including housing, health, employment, safeguarding and family circumstances, and work collaboratively with partners to secure appropriate support.

This is a rewarding opportunity to make a difference to the lives of Staffordshire residents by preventing financial hardship, supporting households through periods of difficulty and helping families build resilience for the future. Through early intervention and targeted support, you will play a key role in improving outcomes for individuals, families and communities across Staffordshire.

Reporting Relationships

Responsible to: CRF Project Manager

Responsible for: N/A

Key Accountabilities:

1. To actively engage with residents of Staffordshire to ensure appropriate access to financial wellbeing support, advice and guidance is secured and maintained.
2. To complete direct work with residents of Staffordshire, maximising their involvement in identifying and achieving outcomes that improve their financial wellbeing.
3. To develop and maintain effective working relationships with locality providers, community organisations and partner agencies.
4. To engage with families and residents to promote financial wellbeing, independence and positive life outcomes, whilst developing a good understanding of their individual circumstances and community identity.
5. To develop and maintain effective working relationships with the wider Family Hub team and directorate to support integrated service delivery.
6. To work persistently and assertively with residents of Staffordshire and partner agencies to assess need, provide emergency support where appropriate, and coordinate targeted financial wellbeing interventions.
7. To signpost residents of Staffordshire to appropriate services, agencies, activities and



sources of support that can improve their financial circumstances, life chances and overall wellbeing.

8. To deliver financial wellbeing-focused group sessions, workshops and outreach activities within Family Hubs and community settings.
9. To undertake any other duties commensurate with the grading of the post.

Person Specification

Qualifications/Professional membership

Job ID: 60710002/G07/CAS



- Minimum standard of NVQ 3 in respect of working with individuals or equivalent qualification or experience.
- Preparing to Teach in the Lifelong Learning Sector (PTLLS) or experience in delivering training or workshops

Knowledge and Experience

- Knowledge and Experience
- Solid experience working directly with individuals in a relevant setting.
- An understanding of financial exclusion and the effect this can have on the household and how to overcome the effects.
- Demonstrate an understanding of effective challenge to discriminatory or inappropriate behaviour with individuals or agencies.
- An understanding of, and ability to comply with, Safeguarding Procedures Adult and Children.
- An understanding of the key pieces of legislation which govern children's safeguarding, adult safeguarding, benefits, welfare and education.
- An understanding of how to appropriately signpost or intervene with those individuals with identified unmet needs including SEND.
- An understanding of the work of other agencies and a commitment to multi-agency working.
- Have experience of delivering interventions to individuals who sit within targeted services – including adult only and adult and child courses.
- Knowledge and ability to undertake assessments and make appropriate decisions, in line with professional accountability.
- Knowledge of mental health, substance misuse, domestic abuse, poverty and other vulnerabilities and how these impact on families
- Knowledge of partners, agencies and their role in supporting families
- Knowledge and understanding of the benefits system and services, with experience of motivating individuals to raise aspirations and attainment.
- Experience in the use of IT to both record information and inform data gathering, ensuring accurate communication of all information.

Skills

- Ability to communicate clearly and precisely in the most appropriate way
- Ability to effect change in difficult circumstances



- Ability to work on own initiative and as part of a team
- To demonstrate reflective practice
- Ability to work effectively in situations of conflict and resolve difficulties
- Ability to manage time effectively and work within agreed timescales
- Car driver with permanent use of a car for use in conjunction with the fulfilment of your duties
- Ability to work 'flexibly' to meet the needs of the residents of Staffordshire

**This post is designated as a casual Car user
The content of this Job Description and Person Specification will be reviewed on a regular basis.**