



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Inpatient Financial Wellbeing Adviser

Salary: £23,810 - £24,822 – dependant on experience

Hours of Work: 37.5 hrs/wk

Location: In Person at St Georges Hospital Corporation Street, Stafford ST16 3SR, with some remote working from home. Travel may be requested to the Church Gresley office for Team Meetings.

Status: Fixed term employment contract until 31st May 2026 with possible extension.

Closing Date: Once a suitable applicant is found

Interview Date: ASAP

Start Date: ASAP

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

The Service

The service will be working in Partnership with the Midlands Partnership Foundation Trust and will involve providing a range of flexible support to people with financial difficulties within the Staffordshire community. The role will provide advice and support to patients who are inpatients in Acute Mental Health Wards, whose mental health problems are worsened by issues relating to financial difficulties. Providing advice on the full range of generalist enquiry areas, in particular Welfare Benefits and Debt, maintaining Citizens Advice quality standards and achieving performance targets.

The Role

Working as part of a Multidisciplinary Team within St George's Acute Mental Health Wards to provide a full range of Financial Support Advice including income maximisation, financial capability and debt prevention to prepare service users for integration back into the community. Providing support to service users with a person centred approach, using care planning to enable them to act for themselves and to advocate for those who need practical assistance to progress their case. The aim of the role is to support individuals towards discharge and integration within the community.

Main Duties

- To provide Financial Support Advice at a Generalist Level including income maximisation, financial capability and debt prevention.
- Creating Care/Action Plans with all service users using a person centred approach
- Working as part of Multidisciplinary Team with the aim to discharge service users into community.
- To carry out appropriate risk assessments
- To record all activities and keep up to date and accurate case notes on CRM
- To comply with all organisational policies and procedures and be fully committed to safeguarding, confidentiality and equality & diversity when carrying out duties

Person Specification

- Experience of delivering Generalist advice under the Citizens Advice quality framework through face to face and telephone provision, or similar experience
- Ability to plan, prioritise own work, meet deadlines and manage caseload
- Excellent customer service and communication skills including the ability to deal with difficult and challenging situations
- Excellent IT skills including the use of databases to record and report case information.
- Experience of working with vulnerable service users

Want to chat about this role?

If you want to chat about the role further, you can contact Natalie Pantall on 07808775475

Probation Period

Organisational 9 Month Probation.

Benefits

- 28 days annual leave plus bank holidays pro rata.
- Up to 5% pension contribution.
- Professional and advice sector recognised training.
- Hybrid Working Options
- Ability to work between two office locations (Derby City and Church Gresley)
- Supportive management and team environment
- Employee Assistance Program

TO APPLY

Please visit our website to complete an application form and for Candidate Guide here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>