



Income Maximisation/Financial Inclusion Adviser

Job title	Income Maximisation/Financial Inclusion Adviser
Employer	Falkirk Citizens Advice Bureau
Hours per week	35
Type of contract	Fixed-term until 31 March 2025
Salary	£24,989
Closing date	Friday 12 April 2024
Location	Falkirk Citizens Advice Bureau

About the job

The Income Maximisation/Financial Inclusion Adviser, will play a key role in the delivery of an independent, free, impartial and confidential advice, information and advocacy service, to Association standards, to assist vulnerable families and people, living in Falkirk, to deal with poverty related issues affecting their lives. The aim is to improve access to and the efficiency of financial health checks for vulnerable families and people, providing holistic financial inclusion and income maximisation advice in order to improve their financial circumstances.

Main responsibilities

The Income Maximisation/Financial Inclusion Adviser aims to provide the most effective service to suit the needs of the client.

- Assist in Triaging all Bureau enquiries
- Undertake diagnostic interviews with clients by phone, face to face or video call and diagnosing whether individuals are eligible to apply for benefits or to access other income maximisation support.
- Help with resolution of straightforward enquiries
- Signpost clients who can do more to self-help
- Refer to Session Supervisor for help with emergencies
- Provide information and advice on all aspects of Social Security Benefits.
- Carry out benefit checks
- To provide assistance with the completion of benefits forms
- Make referral to internal Benefits/ Money Advice Teams or another appropriate agency.

If you would like to be considered for post or wish further information please email bureau@falkirkcab.casonline.org.uk