Job Description and Person Specification
ECC - CRF
Outreach Money Advice Caseworker

Fixed Term Contract			
Salary:	£26,228 to £29,007, per annum, depending on experience.	**Place of Work:**	Hybrid working, with a combination of home working, and travel across Exeter City to deliver home visits, outreach and community-based appointments as required.
Hours of Work:	37.5 Hours per week (Full-Time)		
Start Date:	ASAP		
End Date:	31st March 2029		
Reporting to:	ECC CRF Team Leader (Navigate)		

What We're Looking For

We are looking for someone who communicates well, solves problems and genuinely wants to help people through difficult circumstances. You do not need previous money-advice experience. We will provide structured training, supervision and support so that you can develop the technical knowledge needed for the role.

About Encompass Southwest

Encompass Southwest supports people experiencing homelessness, social exclusion and multiple disadvantage. Its trauma-informed services help people improve their wellbeing, overcome barriers and achieve greater independence.

Working at Encompass Southwest

You will join a supportive organisation that values staff wellbeing, reflective practice and professional development. You will also work closely with colleagues across the Wis£rmoney partnership.

About the Exeter Crisis and Resilience Partnership

This role is part of the Exeter Crisis & Resilience Fund service, delivered by Navigate, Churches Housing Action Team (CHAT) and Encompass Southwest as the Wis£rmoney partnership. Together, we help Exeter residents move from immediate financial crisis towards greater stability and resilience.

About the Role

You will support people experiencing financial hardship, housing insecurity or other complex circumstances. You will build trusted relationships, understand what matters to each client and help them access practical money, debt, benefits and housing support. The role includes outreach through home visits and community venues, alongside telephone and digital appointments.

What You Will Do

- Manage a caseload and agree practical, person-centred support plans with clients.
- Help clients understand their income, essential spending, debts and available support.
- Provide money and debt advice once trained and authorised, referring specialist matters when required.
- Support clients to maximise income, access benefits and apply for appropriate financial assistance.
- Work with creditors, landlords, utility providers, housing services and other agencies on behalf of clients.
- Deliver flexible outreach and make the service accessible to people who may struggle to use traditional services.
- Work closely with Wis£rmoney partners so clients receive coordinated support without having to repeat their story.
- Maintain accurate case records and record client progress and outcomes.

What You Need When You Join

- Experience of supporting, advising or working with people, including through transferable or voluntary experience.

- Clear, sensitive communication and the ability to build trust with people who may be distressed or overwhelmed.
- A calm, practical and non-judgemental approach to solving problems.
- Good organisation, attention to detail and confidence using digital systems.
- The ability to work independently, contribute to a team and ask for guidance when needed.
- Commitment to confidentiality, safeguarding, equality and professional boundaries.

What We Will Teach You

- Money and debt-advice knowledge, processes and available debt solutions.
- Welfare-benefit checks, income maximisation and relevant support applications.
- FCA requirements, safeguarding, GDPR and quality standards.
- AdvicePro, case recording and Wis£rmoney referral pathways.

Other Requirements

- Ability to travel across Exeter for home visits, outreach and community appointments.
- Willingness to complete training, take part in supervision and keep professional knowledge up to date.