Money to Care Project Lead job pack

Title	Money to Care Project Lead
Hours	37 hours per week Monday to Friday 9.00am-5.00pm
Salary	£29,000-£32,000 depending on experience
Accountable to	Communities Manager
Responsible for	None in year one, one Project Co-ordinator from year two
Based	Swaffham office based with hybrid working and regular travel across Norfolk (occasional attendance at the St Ives office may be required for team meetings and other charity wide events).

About Caring Together Charity

For over 40 years we have been supporting families who are living with an illness or disability.

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone. Three in five of us will become a carer at some point in our lives and Caring Together Charity is here to provide emotional and practical support and advice to carers of all ages and their families.

About the role

Money to Care will support unpaid carers experiencing financial difficulties, including money worries, debt, benefits challenges, employment issues and rising living costs.

The Project Lead will develop and deliver a Carers' Financial Resilience Support Service, providing practical advice and support within trusted community settings, including GP surgeries and other community hubs delivering the service both face-to-face and over the telephone.

The role will involve helping carers understand and access benefits and entitlements, manage household budgets, maximise their income and improve their financial confidence. The postholder will also help carers access specialist support from relevant organisations where more complex financial or debt advice is required.

The role will include developing community partnerships, leading the co-production of a Money to Care Toolkit with carers and specialist partners and in year two managing a Project Co-ordinator.

This is an opportunity for someone with experience providing advice and support specifically related to financial resilience to come in at the grass roots of a project and develop a service offering valuable support to unpaid carers.

Key accountabilities of the role

1. Project delivery and management

- Establish and develop a Carers' Financial Resilience Support Service, providing accessible advice and casework support to unpaid carers.
- Take responsibility for the day-to-day management and successful delivery of the Money to Care project, ensuring activities meet agreed objectives, outcomes and timescales.
- Plan and co-ordinate service delivery across East and West Norfolk.
- Monitor progress, maintain accurate records and contribute to reporting and evaluation.

2. Carer financial wellbeing support

- Provide practical advice and guidance to carers experiencing financial difficulties, including benefits, entitlements, budgeting, income maximisation and managing rising living costs.
- Help carers understand their financial circumstances and identify ways to improve their financial resilience.
- Identify potential benefits and other financial support carers may be entitled to access.
- Recognise when specialist advice is required and connect carers with appropriate debt advice, welfare rights and other specialist organisations.
- Provide support in an accessible, confidential and non-judgemental way.

3. Partnership development

- Develop relationships with GP surgeries, Carer Hubs and other community partners.
- Establish effective referral pathways and promote awareness of the service.
- Build knowledge of local and national organisations that can provide specialist financial support to carers.

4. Money to Care Toolkit

- Lead the development of a downloadable financial information toolkit for carers.
- Co-produce the toolkit with carers to ensure it is accessible, relevant and meets their needs.
- Work with colleagues and partners to develop useful information and resources.

5. Monitoring and impact

- Monitor project outcomes, including improvements in carers' financial confidence, income and access to support.
- Gather feedback from carers and partners to inform service development.
- Identify opportunities to improve and sustain the service.

Caring Together Charity is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

I confirm I have read and understood the contents of this job pack.

Your name _____

Signature _____

Date _____

Money to Care Project Lead
Person specification

Requirements	Essential	Desirable
Qualifications	• Training in welfare benefits, budgeting or financial capability. • Full driving licence.	• Relevant qualification in advice, support, community work or equivalent experience.
Experience and knowledge	• Experience of providing advice, guidance or practical support to people experiencing financial difficulties. • Knowledge of welfare benefits, entitlements, household budgeting and income maximisation. • Knowledge of organisations and services providing specialist debt, financial and welfare advice. • Experience of managing projects or co-ordinating service delivery. • Experience of developing relationships with external organisations.	• Experience of working with unpaid carers or people with care needs. • Experience of community-based support services and partnership working. • Experience of co-production and project evaluation. • Experience of using Salesforce CRM.
Skills and abilities	• Excellent communication and relationship-building skills. • Ability to provide empathetic, accessible and non-judgemental support. • Ability to help people understand their financial circumstances and identify practical solutions. • Strong organisational and project management skills. • Ability to recognise when specialist advice is required and make appropriate referrals.	• Experience of developing information resources or toolkits. • Experience of supervising staff or volunteers.

	• Good IT, record-keeping and report-writing skills.	
Personal attributes	• Empathetic, approachable and committed to improving the lives of unpaid carers. • Proactive, flexible and solution-focused. • Collaborative and able to build effective working relationships. • Committed to equality, diversity and inclusion. • Flexible approach to travel and working hours.	• Creative and enthusiastic about developing new services and approaches.

Application and recruitment process

Closing date	The closing date for this post is 7 December 2026.
Interview	It is anticipated that interviews for this post will take place on 15 December 2026 and 17 December 2026.
Start date	The post is available immediately, on a full time, permanent basis.
Referees	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together Charity comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Normal working hours are between 9.00am and 5.00pm, however, Caring Together Charity is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.