



Job Description and Person Specification

Job Details

Job title:	Crisis & Resilience Fund Officer
Grade:	4
Reports to:	Crisis & Resilience Fund Team Leader
Responsible for:	NA
Directorate and Service area:	Stronger & Safer Communities Service Communities & Leisure Public Health, Communities & Leisure

Purpose of the Job

The Crisis & Resilience Fund Officer is responsible for acting as the first point of assessment for residents seeking financial or practical support during periods of crisis or hardship. The role ensures that applications to the Crisis & Resilience Fund (CRF) are triaged promptly, fairly, and in line with Local Authority policies, safeguarding responsibilities, and statutory requirements.

The Crisis & Resilience Fund Officer provides a rapid, person-centred assessment of need, identifies levels of urgency, and allocates cases for further action, support, or intervention. The Post Holder will provide trauma informed support whilst supporting residents and will work closely with internal Council teams and external partners. The Post Holder will help ensure that vulnerable individuals and households receive timely assistance, this will include urgent essential needs that pose a risk to health, safety, or basic living conditions. This will also promote financial stability and enhance community engagement.

Main Duties & Responsibilities:

1. Triage & Assessment

- Conduct timely initial assessments, adhering to relevant policies, procedure and criteria, of applications, establishing urgency, eligibility, risk and vulnerability.
- Review information provided by residents and partner agencies to ensure cases are triaged based on need and risk.

2. Customer Support

- Provide sensitive, person centred, trauma-informed support to residents experiencing distress, hardship, or crisis.
- Communicate clearly and appropriately with residents to obtain relevant information and explain decisions using varying communication styles (Phone, email, face-to-face).
- Connect residents to the Voluntary, Community, Social Enterprise (VCSE) Co-ordination service and/or Financial Resilience services to provide wrap-around support when appropriate.

3. Case Management & Multi-agency Working

- Record all case information accurately using council systems, ensuring audit-ready documentation.
- Escalate safeguarding concerns immediately to the appropriate internal team in line with statutory procedures.

- Liaise with internal departments (Housing, Revenues & Benefits, Adults and Children's Services) to validate information and coordinate support.

4. Decision-Making & Administration

- Determine the level of support required, including authorising appropriate payments or emergency assistance within delegated powers.
- Ensure compliance with GDPR, confidentiality requirements, and Local Authority and Central Government audit standards.
- Contribute to monitoring returns (MI), data capture and service performance reporting.

5. Service Development

- Identify trends in local need, gaps in service provision, and emerging risks within the community.
- Provide feedback to management that supports continuous improvement of CRF processes and resident experience.
- Participate in training and reflective practice to maintain service standards and personal resilience.

6. Safeguarding, Risk Monitoring & Quality Assurance

- Monitor applications for safeguarding indicators, vulnerability patterns or repeat presentations and escalate concerns in line with statutory procedures.
- Contribute to the continuous improvement of triage quality by reviewing case notes, identifying errors or gaps, and ensuring all records meet audit and data-protection standards.
- Support the Team Leader in reviewing trends, risks or recurring issues to improve resident safety and service accuracy.

General responsibilities applicable to all jobs:

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the Post Holder.

Special Features of the Post

The Post Holder:

- Requires satisfactory clearance of a Disclosure and Barring Service disclosure.
- Potential of a Baseline Personnel Security Standard is also required.
- Will promote equal opportunities within all aspects of service delivery and employee relations.

- Will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Must be prepared to undertake training as required.
- Must hold a valid driving licence is essential for this post.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Five (5) GCSEs including Maths and English at Grade 4/C or above, or equivalent.</p> <p>Willingness to undertake relevant training including safeguarding, trauma informed practice, crisis response.</p>	<p>NVQ Level 2/3 in Customer Service, Advice & Guidance, Health & Social Care, or related field.</p> <p>Training in domestic abuse awareness, mental health first aid, or welfare support.</p>
Experience and Knowledge	<p>Experience of working with a local authority or registered Provider.</p> <p>Experience working in a customer facing or support environment (local authority, housing, voluntary sector, health, or similar).</p> <p>Experience supporting vulnerable individuals, including those in distress or crisis.</p> <p>Understanding of financial hardship, poverty, and the challenges faced by vulnerable households.</p> <p>Knowledge of safeguarding principles for adults and children.</p> <p>Experience managing competing priorities in a fast-paced environment.</p>	<p>Experience of working effectively colleagues, partners, and stakeholders.</p> <p>Experience of working with people who may find themselves in difficult situations and may have multiple/complex health needs including challenging behaviours.</p> <p>Experience working within welfare support, community resilience, housing options, benefits, or similar public sector services.</p> <p>Knowledge of local voluntary sector support networks, financial resilience services and crisis services.</p> <p>Experience in multi-agency working.</p>
Ability and Skills	<p>Ability to work effectively as part of a team.</p> <p>Strong assessment and decision making skills.</p> <p>Ability to identify risk and escalate concerns appropriately.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent communication skills with the ability to engage sensitively with residents in crisis.</p> <p>Strong administrative and IT skills, including Microsoft Office and case management systems.</p> <p>Ability to keep accurate records and manage confidential information.</p> <p>Ability to work calmly under pressure while maintaining accuracy.</p> <p>Confidence in supporting people via telephone, email, or face-to-face.</p>	
Equal Opportunities	<p>Demonstrates understanding of and commitment to equality, diversity, inclusion and anti-discriminatory practice.</p> <p>Ability to work effectively with people from diverse backgrounds and with a wide range of needs.</p>	
Additional Factors	<p>Flexible approach to work and ability to support the service during periods of high demand.</p> <p>Commitment to high standards of customer service and social inclusion.</p> <p>Resilience and emotional maturity to work with challenging situations.</p>	Ability to travel across the county if required.