

Job Description

Job Title: Community Money Adviser 0.8 FTE (to be worked across 5 days; working pattern negotiable)

Length of contract: 6 months

Responsible to: Partnerships Manager

Grade & Salary: Grade 5, SCP 19 - 25 (£24,799 - £28,785) pro rata, depending on length of service and experience

Purpose

Talking Money is working with Wellspring Settlement based in Lawrence Hill, one of the most economically deprived wards in Bristol, to deliver an aspirational project for the local community to improve financial wellbeing through the provision of money, housing and employment advice and support.

Talking Money's role includes: accessing benefits and discretionary grants; challenging overpayments of benefit and incorrect benefit decisions; council tax and other local authority debts; financial capability including support with budgeting and money management; energy efficiency and options for reducing fuel bills. Talking Money will also focus on people's aspirations to manage their money going forward and improving their financial confidence.

The role will have a key role in providing training and ongoing support to a newly recruited intake of volunteers to learn the basics of money management to provide a support service to local people.

Talking Money promotes a client-centred, holistic approach to build service user empowerment, focusing on people's capabilities rather than problems and needs, and using information and support to self-help where possible.

The post-holder is required to be self-motivated with strong communication and organisation skills, able to work as part of a team and manage their own workload.

Please note that some of the duties may be delayed, altered or not take place due to Covid restrictions.

Main duties

1. Work with the Partnerships Manager and Wellspring Settlement to shape and deliver the project.
2. Delivery of training to volunteers to increase knowledge, skills and confidence in debt, benefits and money management.
3. Ongoing mentoring and support to the community volunteers.
4. Delivery of 1:1 generalist and specialist money advice casework to the local community.
5. To provide advocacy, practical help and support for individuals and families in financial need including liaising with other agencies to get the best outcomes.
6. Advise and assist individuals and families with claims for welfare benefits, tax credits, charitable grants and other kinds of discretionary financial support.
7. Provide budgeting support to help individuals and families manage their money better and build resilience to future financial shocks.
8. Delivery of money management workshops to families to increase financial capability and confidence.
9. To keep up to date with and work within relevant legislation, policies and practices.
10. To attend appropriate training courses, meetings and conferences.

Person Specification – Community Money Adviser

		Essential	Desirable
Knowledge & Understanding	<ul style="list-style-type: none"> • Up to date knowledge of welfare benefits, welfare reform changes and any recent case law • General knowledge of debt advice solutions and categorisation of debts (ie, priority and non-priority) • Knowledge and understanding of financial capability issues, advice and support • Fully conversant in relevant legislation and regulation eg Financial Conduct Authority Debt Advice • Understanding of the individual and social context of the lives of our typical clients • Knowledge of systems thinking concepts 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p>X</p> <p></p> <p>X</p>
Skills & Abilities	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to liaise effectively and positively with a wide range of individuals and organisations • Ability to build rapport with people and understand what’s important to them • Ability to work with clients to assess, identify and prioritise problems, and present solutions and strategies • Excellent level of attention to detail • Able to work on own initiative, prioritising and managing own workload and time to meet deadlines 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p></p>
Experience	<ul style="list-style-type: none"> • Experience of working in an advice and/or guidance related role • Experience of helping people with money-related problems • Experience of delivering presentations and/or training workshops to groups • Experience of supporting volunteers • Experience of working to effect systems change • Experience of reflective practice • Experience of co-working cases 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p>X</p> <p>X</p> <p>X</p>

Other	<ul style="list-style-type: none">• Access to transport with business use insurance cover and a willingness to travel locally, regionally and nationally as required	X	