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| Job Title: | Money Adviser |
| Responsible to: | Bureau Manager |
| Hours per week | 17.5 hours |
| Location: | Renfrewshire CAB & Working Remotely |
| Salary: | £25,152 pro rata (£13.82 Per Hour) |
| Closing Date: | Midday, Friday 11th September 2020 |
| Interviews: | Remotely, with dates advised to successful applicants |
| Term: | To 31st August 2021 (extension subject to continued funding). |

**Main Responsibilities**

The main purpose of the role is to provide high quality debt and money advice, including multiple debts, income maximisation through the benefit system and other debt remedies, including statutory debt solutions (DAS and sequestration). Advice and support will be delivered via a combination of face to face and multichannel provision (telephone, email and webchat).

**Job Description**

* Maintaining expertise in relevant legislation e.g. welfare rights, debt and sequestration
* Undertaking detailed casework on multiple debt problems
* Maintaining case records including detailed statistics of individual debt cases
* Providing advice and ongoing case support for clients through appropriate digital channels such as telephone, webchat and email as well as face-to-face
* Identifying when clients need more intensive support or can do more self-help
* In co-operation with other bureau staff, to provide home visits to people who are isolated, limited by medical condition or caring responsibilities who would otherwise have difficulty accessing the service
* Supporting other advice workers/volunteers dealing with money advice enquiries
* Providing regular reports on the functioning and development of the project
* Providing peer review of money advice casework
* Attending internal and external meetings as required
* Establishing and improving liaison with other agencies and community groups
* Carrying out other duties as specified by the manager and required by the needs of the post
* Promote the service to Money Advice colleagues, CAB network, partners and stakeholders.
* Contribute to the ongoing development of the service

**Social Policy**

* Assist with social policy work by providing information about clients' circumstances.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to the bureau manager
* Monitor service provision to ensure that it reaches the widest possible client group.
* Alert other staff to local and national issues**.**

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to money advice and undertake appropriate training.
* Read relevant publications.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Attend relevant internal and external meetings as agreed with the manager
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate.
* Assist with project initiatives for the improvement of services.

**Public Relations**

* Promote the work of RCAB, locally, regionally and nationally.
* Promote RCAB to all other organisations.

**Administration**

* Review and make recommendations for improvements to bureau services.
* Use bureau IT Systems for statistical recording, record keeping and document production.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

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| **MONEY ADVICE WORKER** | **COMPETENCIES** |
| **QUALIFICATIONS** | * Recent debt/money advice experience * Current knowledge of Benefits system * Completion of Money Advice Service accredited money advice training to casework/specialist level would be desirable |
| **EXPERIENCE** | * Experience of casework and case management * Recent money advice or debt counselling experience * Experience of preparing reports * Experience of working to Scottish National Standards |
| **SKILLS AND ATTRIBUTES** | * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to work as part of a team * Ability to communicate effectively, both orally and in writing * Understanding of the main principles and methods of statistical gathering and service evaluation. |
| **KNOWLEDGE** | * Knowledge of the legal rights of debtors and creditors to Scottish National Standards for Information and Advice Providers Type II * Knowledge of debt advice strategies * Working knowledge of Microsoft software and related packages * An understanding of and commitment to aims, principles and policies of the service |
| **OTHER** | * A willingness to undertake training identified in collaboration with the Bureau Manager * Willingness to travel to locations within Renfrewshire * Access to insured vehicle * Ability to work hours flexibly as required by the needs of the service |

RCAB 31/08/2020