# Job Information: Money Talk Team

**About the role:**

The Money Talk Outreach Worker will play a key role in the delivery of an innovative multi-channel financial health check service in Kincardiine and Mearns Citizens Advice Bureau. This project aims to improve access to and the efficiency of financial health checks for vulnerable families and older people.

**Main responsibilities**

Referred individuals will be able to receive a financial health check; provided with information on benefit entitlement and income maximisation; and be offered holistic advice tailored to their circumstances, available through telephone or face-to-face appointments. Each client will receive the same quality of information and advice no matter how they access the service.

# About the role

* **Job Title:** Money Talk Adviser
* **Location:** Stonehaven
* **Hours: 28**
* **Type of contract:** Fixed-term contract until 31 March 2024 with possibility for further funding
* **Salary:** £18,680 pro rota
* **Closing Date: noon 30 October 2023**
* **Interviews: week beginning 6 November 2023**

**Job description**

**Position:** Money Talk Adviser

**Responsible to:** Operations Manager

**About the role:**

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**Main responsibilities**

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**Advice giving**

* To run regular open door confidential advice sessions. Locations, number, duration and venue to be determined in consultation, both with the Bureau Manager and other staff, and through liaison with local agencies and groups.
* Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
* Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Refer internally or to other specialist agencies as appropriate.
* Ensure that all work conforms to the bureau's Office Manual and Quality Standards at the appropriate level.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Social policy**

* Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
* Alert clients to social policy options.

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording, record keeping and document production.
* Ensure that all work conforms to the bureau's systems and procedures.
* Provide statistical information on the number of clients and nature of cases.

**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.
* To share evening and weekend operational hours on a rotational basis with other paid staff.
* 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**

**Knowledge, skills and experience**

**Essential**

* A sound recent working knowledge of social security benefits and entitlement, including Universal Credit.
* Experience of working with people with multiple and complex needs.
* Ability to work without supervision and be able to priorities workload.
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
* Excellent organisational skills.
* A commitment to the aims, principles and policies of Citizens Advice Bureau.
* Ability to operate as a team player and communicate effectively with colleagues and managers.
* Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and face-to-face).
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate.

**How to apply**

Please complete the application pack and return to Nikola Will @ [Nikola.will@kamcab.org](mailto:Nikola.will@kamcab.org).uk No CV’s will be accepted. Closing date noon 30 October 2023.