**BROOKSBANK DEBT & BENEFITS ADVICE SERVICE**

# JOB OUTLINE

## Post Title: Money Adviser

**Section: Brooksbank Debt & Benefits Advice Service**

**Salary: £24,408**

**Pension: Employers Contribution 8%**

**Responsible to: Management Committee, Project Manager and Senior Money Adviser**

Provide remote digital and frontline debt & benefits advice services to members of the public who reside in Dundee. Encourage the take up of benefits, debt advice and assistance and other services or activities at the Centre.

**Manage a Debt & Welfare Benefit caseload.**

Principle Working Contacts:

* Centre Manager
* Senior Money Adviser Operational
* Management Committee
* Brooksbank Centre Staff & Volunteers
* Members of the public
* 3rd Sector Staff
* Dundee City Council Staff
* DWP Staff
* GP Surgery Staff

**Outline of Duties:**

1. Provide information, advice & assistance on a broad range of welfare benefits, including benefit checks, assist with benefit claims, make relevant referrals and carry out occasional advocacy work.
2. Negotiate and mediate with appropriate agencies in the process of enabling claimants to pursue their entitlement to statutory benefits or services and provide information, advice and consultation to other groups and agencies as appropriate.
3. To provide remote digital advice, face to face advice and outreach advice and guidance as required.
4. To maintain an up to date knowledge of complex legislation of the social security system and FCA regulated system on debt. You will understand, interpret and advise on the implications on such legislation and provide your clients with all options. To maintain an up to date knowledge on any changes to law/legislation and share information with colleagues as appropriate.
5. Work with the team on ideas and plans on promotion of the project and its services and promote special initiatives and services through stalls, talks, workshops along with contributing to newsletters, flyers, leaflets etc where required.
6. Maintain accurate casework records and files in both written and electronic form in line with national standards. Maintain and manage a full client caseload including follow up work and service feedback.
7. Provide referral, advice and information on representation, advocacy, social prescribing and other tackling poverty initiative provision in the city.
8. Provide full money, debt, welfare benefit advice service to residents of Dundee City who are experiencing financial difficulty.
9. To identify policy or problem areas and report any issues to the project manager/senior money adviser.
10. To undertake any training as instructed by the senior Money Adviser or Project Manager.
11. Use all systems provided to enable the project to gather statistical data.
12. Provide light reception cover, open or close premises and work with the centre team to ensure events and gala weeks are successful.
13. Attend and contribute to centre or money advice team meetings weekly.
14. Act as trainer, consultant and advisor to individuals and agencies, in order to advance financial education and raise awareness of the issues of debt and welfare rights.
15. Assist in the production of information and training materials as required.
16. Carry out any duties that correspond reasonable to the general character of the post and are in line with its level of responsibility as requested by the project manager.
17. This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out any other duties including service delivery from other locations to the equivalent level that are necessary to fulfil the purpose of the job.