

**TSMAS (Tollcross and Shettleston Money Advice Service)**

**Job Description**

**Title:** Money Advisor

**Salary:**  £28,089 pa

**Hours:**  35 hours per week

**Duration** Temporary until March 2022 [subject to annual Scottish Government funding confirmation]

**Location:** Tollcross & Shettleston areas of Glasgow

1. **GENERAL DESCRIPTION OF POST**

TSMAS is a new project developed by the Tollcross Community Trust that will deliver a debt advice and wider financial inclusion service to residents of the Tollcross and Shettleston communities.

The Money Advisor works alongside the TSMAS Project Coordinator to deliver the day to day activities of TSMAS and to establish it as a valuable community resource.

The Money Advisor delivers debt advice and financial capability assistance to financially vulnerable and excluded residents and assists with the maintaining of records and collating statistical information in relation to the project.

2. **ACCOUNTABILITY**

TSMAS staff are employed by and accountable to the Tollcross Community Trust Board of Directors. A TSMAS project management group comprising Trust Directors and other key stakeholders oversees project delivery and development.

The Money Advisor is line managed by the TSMAS Project Coordinator who in return reports to the TSMAS management group.

3. **PRINCIPAL DUTIES**

***General***

1. To work alongside Tollcross Community Trust and Tollcross Advice Centre staff and volunteers and key stakeholders to establish TSMAS as a valuable resource within the local community.

***Provision of face to face money advice service to individuals and families in Tollcross and Shettleston.***

1. To provide money advice and financial capability assistance to individuals and families on a one-to-one basis.
2. Act for clients where necessary, drafting letters, budgets and financial statements and carry out any calculations as appropriate.
3. Negotiate with third parties as appropriate.
4. Assist clients with other related problems where they are an integral part of their case, referring them to other advisors or specialised agencies as appropriate.
5. Maintain case records for the purpose of information retrieval, monitoring against project outcomes and report preparation.

***Assist the TSMAS project coordinator to develop and deliver an effective volunteer advisor resource within the community, and provide support to further develop the skills of existing voluntary advisors.***

7. Be involved in a skills audit of volunteers and develop and deliver a programme of training for existing and new volunteers.

8. Be involved in a recruitment drive to identify new volunteer money advisors.

9. Provide support and mentoring to volunteer advisors.

***Assist the TSMAS project coordinator to develop and deliver a series of financial capability and inclusion workshops or tailored one-to-one sessions on the following:***

10. Household budgeting – to include basic IT and internet tuition, focus on how to get best deals, prioritising bills

11. Sensible borrowing and debt management - to include loan consolidation and the perils of doorstep lending, take up of bank accounts

12. Tackling fuel poverty (in partnership with energy advice services) - to include how to access cheaper fuel tariffs, smart meters, energy efficiency products

13. Benefit entitlements - to include full income maximisation check and benefit uptake, understanding and completion of forms

***Miscellaneous***

14. To assist with maintaining records, collating statistical information for the purpose of monitoring against project outcomes.

15. To assist in liaising with partner organisations and delivery partners, developing clear lines of communication and setting up referral protocols to ensure service users receive the most useful and appropriate intervention

16. To assist in the preparation and delivery of presentations to partner organisations and community groups as required