



Community Help & Advice Initiative

Post: Money Advice Support Worker
Salary: £20,085 - £22,248
Hours: 35.75 per week (full time)
Responsible to: Service Manager, Housing & Money Advice

Background information

This project has been designed as a result of a consultation with CHAI staff and service users, which highlighted the need of extra support for vulnerable clients with money advice issues and additional needs, such as living in poverty, mental health issues and anxiety. The Money Advice Support Worker will work alongside advisors, assisting clients undertaking a variety of practical steps that are required to maximise their income, manage their finances, and access formal debt solutions. The Worker and Adviser will agree individually tailored support plans to ensure that support provided meets the needs and requirements of each service user. Support will be case-centred, and the Worker will be expected to recognise and assist with referrals to an appropriate service when a the client has additional support needs.

We strongly encourage applications from candidates from the local community and possibly with lived experience of money advice, welfare and/or needing extra support.

1.PURPOSE OF THE JOB

- The Money Advice Support Worker will provide a planned support service to individuals who are clients of the court representation and money advice services.
- The Money Advice Support Worker is expected to help maintain a focus on the successful resolution of the client's case.
- The Money Advice Support Worker is expected to work across the entire project remit as required.
- The Money Advice Support Worker will report directly to the Service Manager for Housing & Money Advice.

2.MAIN TASKS

- To provide a planned programme of support to service users of the project. This includes, but not limited to:
 - Helping set up a bank account and with managing budgets and money

- Dealing with household bills and service providers (e.g., for council tax)
 - Helping with the use of internet safely (e.g., for online banking)
 - Accompany clients to appointments (e.g., with advisors or court)
 - Accompany clients to health and benefit assessments
 - Dealing with mail, including benefit letters
 - Helping with the use of computer, tablets, or smartphone
- To work alongside CHAI money advisers in supporting service users
 - To maintain appropriate contact with clients in need of support to resolve their case
 - To maintain a record of work using the case management system AdvicePro
 - To liaise with other voluntary and support organisations to enhance service provision and where necessary make referrals
 - To work with the Service Manager and other members of the team to develop appropriate services for the project client group
 - To carry out other reasonable duties deemed necessary

3.ESSENTIAL/DESIRABLE CRITERIA

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> ● Previous experience of providing planned support to a specific client group 	<ul style="list-style-type: none"> ● Lived experience of debt issues, poverty or needing additional support
<ul style="list-style-type: none"> ● Ability to identify service users' needs and be proactive 	<ul style="list-style-type: none"> ● Appropriate social welfare qualification
<ul style="list-style-type: none"> ● Proven communication and interpersonal skills 	<ul style="list-style-type: none"> ● Experience of representing people
<ul style="list-style-type: none"> ● Experience of setting and achieving targets 	<ul style="list-style-type: none"> ● Experience of networking with other agencies and organisations
<ul style="list-style-type: none"> ● Demonstrate commitment to client-centred approach 	
<ul style="list-style-type: none"> ● Demonstrate understanding of the needs of people facing difficulties 	