

Job Title	Advisor	Reports To	Duty Manager
Location:	Money Matters	Travel	Travel may be required
Level/Salary Range:	Up to £26,000 - £29,000 per annum FTE – dependent upon skills & experience. Part-time Applications will also be considered	Position Type:	Full time Position. 34 hours over 4 days Part-time applicants will also be considered
HR Contact:	Chief Operating Officers/Office Coordinator	Closing Date	6 February 2023

Applications Accepted By:

EMAIL:

RECRUITMENT@MONEYMATTERSWEB.CO.UK

Due to remote working we are not accepting applications by post

ORGANISATIONAL CONTEXT

HERE AT MONEY MATTERS, WE ARE BUILDING AN INTEGRATED, INCLUSIVE AND BEST-IN-CLASS ORGANISATION. OUR AIM IS TO DELIVER A HOLISTIC FINANCIAL INCLUSION SERVICE TO OUR CLIENTS.

The Advisor function is a key component in the effort to establish best in practice advice giving, working in close partnership with Family Support (located within the RHC), Management Team and all relevant teams within Money Matters.

The main focus of the Advisor is to deliver a comprehensive financial inclusion/capability/energy service working at a level expected by the Scottish National Standards to all service users.

The role will be to advocate on behalf of Money Matters clients to creditors, benefit authorities etc. and to provide an understanding of processes, court hearings, tribunals etc.

The purpose of this position is to assist families who have a child who is a patient/outpatient within The Royal Hospital for Children. Delivery will be within the hospital setting.

JOB SPECIFICATION

Role and Responsibilities

1. To conduct interviews with clients by telephone, email or face to face in the Money Matters office, hospital or outreach locations as required.
2. To provide a benefit check to ensure Benefit Maximisation as well as financial capability work
3. To provide guidance, information, representation and support in the areas of welfare benefits and money advice at up to Type 3 of Scottish National Standards (Tribunal Representation not required with this post).
3. To communicate effectively with third parties on behalf of the client.
4. To manage a case load and carry out detailed financial inclusion casework on the client's behalf.
5. To sign post clients to other relevant specialist sources where appropriate.
6. To maintain accurate computer records in line with Money Matters procedures, and to ensure all client mandates are in place in line with GDPR.
7. To keep abreast of current legislation relevant to the Financial Inclusion sector and take responsibility for own personal development.
8. To ensure all benefit advice is delivered in line with Quality Standards/SNS.
9. To participate in any training or activities to improve advice practices and business processes.
10. To adhere to the policies and procedures of Money Matters.
11. Perform other related duties as required.

PERSON SPECIFICATION

POST OF: Financial Inclusion Advisor			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
RELEVANT WORK/ OTHER EXPERIENCE Expert current knowledge of welfare benefits both from DWP and SSS Experience of providing advice to clients face to face Experience of providing advice to clients via telephone and email Experience of identifying crisis/emergencies for clients Experience of offering holistic advice Experience of managing a caseload Experience of effective signposting/referrals	 		 Curriculum Vitae/interview & Assessment

<p>SKILLS AND ABILITIES</p> <p>Excellent literacy and numeracy skills</p> <p>Good level of Computer literacy</p> <p>Experience of using Advice Pro</p> <p>Ability to write clear and comprehensive case notes</p> <p>Ability to manage caseload (review cases, update cases, identify and work to time scales)</p> <p>Ability to write a good case study for funders etc.</p> <p>Ability to perform manual benefit calculation</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>Curriculum Vitae/interview & Assessment</p>
<p>PERSONAL QUALITIES</p> <p>Ability to work alone</p> <p>Ability to work with colleagues</p> <p>Excellent communication skills</p> <p>Ability to work under pressure</p> <p>Ability to prioritise work and manage crisis and emergencies effectively</p> <p>Ability to keep knowledge and skills up to date and be motivated to do so</p> <p>Ability to work effectively with families during their often stressful and upsetting time</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>Curriculum Vitae/Interview</p>

<p>ADDITIONAL JOB REQUIREMENTS</p> <p>Driving license & own car</p> <p>Flexibility/some evening work may be required</p>	<div data-bbox="1003 94 1182 184" style="border: 1px solid black; padding: 2px; text-align: center;">YOUR LOGO HERE</div> <p>✓</p> <p>✓</p>	<p>Money Matters</p>	
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