



Job Description

Job Title:	Money Adviser
Location:	Edinburgh
Reporting to:	Service Manager
Position Type:	35.75 hours per week (Full time–permanent)
Salary Range:	£24,498 – 26,495

Job Purpose

To provide high quality advice and representation to individuals and families on budgeting, debt and income maximisation, in line with the Scottish National Standards for Information and Advice Providers.

The advice will be provided within a range of settings from our offices, outreach locations and home visits when necessary.

By joining our team, you will be helping **alleviate poverty and improve individuals and families' lives** and ensure our **Vision** is fulfilled, in that no **one in our communities endures hardship**.

Role and Responsibilities

Advice

- Provide high quality accurate advice, information, and representation in line with the Scottish National Standards for Inform and Advice Providers.
- Build positive trusting relationships with individuals and families requiring advice.
- Conduct interviews with clients either in person, telephone or virtual.
- Maintain accurate records and fully utilise the Advice Pro recording system in line with CHAI procedures and data protection legislation.
- Manage and maintain ongoing advice casework.
- Keep apprised of legislative and policy changes in relevant areas and ensure compliance with procedure and statute.
- Take complex legislation and information and put it into a form which is easy for clients to understand, both verbally and in writing.
- Prepare and present financial negotiation strategies to creditors for the benefit of clients.
- Progress the debt advice role in respect of the statutory options of sequestrations and Debt Payment Programmes.
- Provide representation on behalf of clients at sheriff court in summary and ordinary cause actions in relation to standard securities, sequestrations, and rent arrears.
- Provide consultation support to other professionals on advice.

Service Development

- Support the development of services within their various locations, through maintaining positive relationships with our partner organisations.
- Promote the service and represent CHAI to other agencies.

- Deliver training or briefing sessions to help other professionals understand budgeting, debt management and debt relief, and how they can support individuals.
- Prepare as required reports on the outcomes and impact of the service to the Service Manager and Partners.

Personal Development

- Actively participate in all training sessions provided.
- Manage personal work objectives in accordance with service priorities.
- Maintain up-to-date knowledge of development in debt issues, housing, and welfare benefits, and participate in any training and activities.
- Keep accurate individual training records.

Organisational

- Adhere to the policies and procedures of CHAI.
- Actively participate in Team and Organisational meetings
- Participate in the development of CHAI services.
- Feedback on the review of organisational policies and procedures.
- Promote and represent CHAI services positively.
- Perform other reasonable related duties as required.

We offer the following.

- Flexible working
- Access to Simply Health benefit plan
- 32 days annual leave (inclusive of public holidays)
- Enrolment to NOW Pension Scheme
- Extensive training programme
- Full and part time opportunities
- Supportive work environment
- Opportunities to improve services and make a difference.

CHAI (Community Help & Advice Initiative)
 28 Westfield Avenue Edinburgh EH11 2QH
 Tel: 0131 442 2100
 Fax: 0131 443 5891
 Email: chai@chaiedinburgh.org.uk
 Web: www.chaiedinburgh.org.uk

<u>Person Specification</u>	
<u>Adviser</u>	
Essential	Desirable
Qualification	
<ul style="list-style-type: none"> • Sound knowledge of debt management and relief. • Ability to quickly learn complex rules & legislation on Debt, Housing and Welfare Benefits. 	<ul style="list-style-type: none"> • Educated to Diploma / Degree level / SCQF 7
Knowledge, Skills & Experience	
<ul style="list-style-type: none"> • Experience of providing advice relating to money and debt. • Ability to deal with situations where clients are suffering from financial hardship in a tactful and sensitive manner. • Experience of dealing with a range of individuals and organisations including vulnerable groups. • Experience of developing trusting relationships in a formal setting. • Ability to work independently and use own initiative and work collectively as part of a team. • Experience of managing a caseload whilst working with complex and demanding cases. • Ability to prioritise caseload, review & update cases, and work to agreed time scales. • Excellent communication and networking skills. • Ability to follow policies, procedures, and processes. • Good literacy and numeracy skills, and the ability to write clear and comprehensive case notes. • High level of computer literacy. • Understanding of the welfare benefits system. • Ability to research problems and find solutions. • Ability to interact positively with colleagues and networks across a range of levels. 	<ul style="list-style-type: none"> • Experience of providing high quality accurate advice, information, and representation in line with the Scottish National Standards for Information and Advice Providers. • Knowledge of the Scottish and UK court systems. • Awareness of legislation in safeguarding, health & safety, and data protection. • Advocacy skills. • Knowledge of using a case management system e.g., AdvicePro. • Good knowledge of support agencies in Edinburgh. • Understanding of trauma informed practice.
Personal Qualities	
<ul style="list-style-type: none"> • Demonstrate a thorough, methodical, and rigorous approach to work and problem solving. • Committed to making a meaningful difference for individuals, families, and children. • Understanding of people’s journeys and the challenges they have had in their lives, and how poverty can have an impact on them. • Demonstrate commitment to a person-centred approach. • Pro-active approach to identifying client needs and accommodating them. • Flexible approach to the working environment. • Ability to work under pressure. • Ability to keep knowledge and skills up to date and be motivated to do so. 	
Other	
Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure	