

## **Money Support Worker - Job Description and Person Specification**

### **Money Advice Plus**

Money Advice Plus (MAP) provides a range of debt and money management services to tackle some of the causes and effects of poverty and protect people from financial abuse. We make a difference to people's lives by helping them to manage their money, achieve greater financial independence and decrease their anxieties about debt. We also have a money management service where we offer practical help and can receive and distribute income on clients' behalf.

Staff are trained and supported to promote a person-centred approach in supporting clients to take control of their lives and improve their money management skills.

The MAP Chief Executive is responsible for all decisions relating to funding and staffing, and the day-to-day management of the service. The Committee of Trustees, elected from the membership at the Annual General Meeting, is for developing, defining and implementing policy.

### **Money Support Worker – role within MAP**

Money Support Workers main role is to hold a caseload of mainly long term money handling clients whose cases are stable. They may also be asked to assist Money Advisers with their cases.

Money Support Workers are usually the main contact point for clients, deal with routine benefit, debt and money management matters and provide more general support. A large number of clients who receive casework support are identified as being vulnerable often due to having mental or physical ill-health, being older, having a learning disability or having a substance misuse issue. We also become involved in cases where there are issues of financial abuse and have responsibilities under Brighton and Hove City Council's Safeguarding Adults policy to notify them of suspected abuse.

Money Advisers are responsible for providing skilled level debt, benefit and money management advice to clients. They take the lead on giving benefits and debt advice, making benefit claims, agreeing strategies for clients in dealing with their debts and in setting up money management arrangements where required.

Money Support Workers cases will be supervised by Advice Supervisors.

Where Money Support Workers are providing assistance to Money Advisers, it is the Money Advisers responsibility to ensure work is carried out and they will be supervised for these cases by an Advice Supervisor.

MAP also has a team of finance workers, visiting officers and reception staff as well as a number of volunteers carrying out a variety of roles.

<b>Job Title</b>	<b>Money Support Worker</b>
<b>Location</b>	<b>Hove office</b>
<b>Grade</b>	<b>Starting salary NJC scale 17 rising to 19 £18,672 - £19,446 gross p/a for full time (£10.23 - £10.66 gross per hour)</b>
<b>Line Manager</b>	<b>Client Service Manager</b>
<b>Responsible for</b>	<b>See job description</b>
<b>Hours of work</b>	<b>12 hours per week</b>
<b>Length of contract</b>	<b>Until 31/3/19 in first instance</b>
<b>Closing date</b>	<b>10am Thursday 6 December 2018</b>
<b>Interviews</b>	<b>Monday 10 December 2018</b>

### **Duties and Responsibilities:**

1. To advise and carry out casework on a range of community support and routine welfare benefits and debt issues for long term stable cases
  - 1.1 Arrange purchase of household items and other items as agreed
  - 1.2 Draft budgets for clients
  - 1.3 Check and pay routine bills according to budget
  - 1.4 Assist clients with opening bank accounts and setting up direct debits and other payment options
  - 1.5 For clients where we administer their money, regularly check that we are adhering to an up-to-date and appropriate budget and that there are no irregularities, and ensure that clients have access to their money
  - 1.6 Speak to clients by phone and see face-to-face both in the MAP offices, in clients' homes and other venues by agreement
  - 1.7 Keep clients up to date on the progress of our work with them, check for understanding and continued agreement and deal with queries in supervision.
  - 1.8 For clients where we administer their money, provide regular clear information on the operation of their accounts and liaise to ensure that this arrangement is meeting their needs
  - 1.9 Speak to clients by phone and see face-to-face both in the MAP offices, in clients' homes and other venues by agreement
  - 1.10 Keep clients up to date on the progress of our work with them, check for understanding and continued agreement and deal with queries.
  - 1.11 Remain aware of the scope of the Assistant Money Support Workers role and promptly refer any queries outside of your remit to your supervisor.
  
2. Work with Money Advisers to carry out routine tasks according to work plan agreed with the client
  - 2.1 Assist with applications for welfare benefits and tax credits
  - 2.2 Assist with routine elements of the debt advice process
  - 2.3 Make applications to charities for grants for clients
  - 2.4 Arrange purchase of household items and other items as agreed
  - 2.5 Assist in drafting budgets for clients
  - 2.6 Check and pay routine bills according to budget
  - 2.7 Assist clients with opening bank accounts and setting up direct debits and other payment options
  - 2.8 For clients where we administer their money, assist with setting up payments into and out of their MAP account, regularly check that we are adhering to an up-to-date

and appropriate budget and that there are no irregularities, and ensure that clients have access to their money

3. Provide a main point of communication for clients on the routine progress of our work with them

3.1 Speak to clients by phone and see face-to-face both in the MAP offices, in clients' homes and other venues by agreement

3.2 Keep clients up to date on the progress of our work with them, check for understanding and continued agreement and deal with queries in conjunction with Money Adviser

3.3 For clients where we administer their money, provide regular clear information on the operation of their accounts and liaise to ensure that this arrangement is meeting their needs

3.4 Remain aware of the scope of the Money Support Workers role and promptly refer any queries outside of your remit to the relevant Money Adviser

4. Ensure clients' needs are being met

4.1 Liaise with Money Adviser to ensure that MAP are meeting clients' needs within MAP' remit

4.2 In conjunction with Money Adviser/ Advice Supervisor, identify needs of clients outside MAP' remit where other support services may be required

4.3 With reference to our Confidentiality Policy, liaise with other support agencies, including workers from Social Services, Housing Support and the health sector as appropriate to ensure clients' needs being met

4.4 Remain alert to possible issues of financial or other abuse of clients, including self-neglect, and liaise with Money Adviser to ensure required action is taken (Safeguarding Adults)

4.5 Consider opportunities to help clients develop skills and knowledge to work towards independence of MAP services

4.6 Attend meetings concerning clients on behalf of MAP

5. Adhere to Equal Opportunities, Confidentiality and Safeguarding Adults policies and procedures

5.1 Ensure that clients and colleagues are treated with respect at all times

5.2 Remain alert to barriers to access and communication in working with clients (eg language, sensory loss, mental ill health, cultural differences) and continually consider steps to address this

5.3 Work within a confidential environment and adhere strictly to MAP confidentiality policy

5.4 Remain alert to issues relevant to MAP Safeguarding Adults obligations

5.5 Ensure that all case recording adheres to these principles

5.6 Remain alert to opportunities to strengthen good practice in these areas

6. Manage own tasks and keep clear record of work

6.1 Ensure an accurate, clear and timely record of your work is kept at all times

6.3 Structure and monitor time adequately to manage your caseload and other tasks and promptly notify Client Services Manager of any problems adhering to this

7. Contribute to smooth operation of office

7.1 Contribute to rotas that cover answering phone, seeing callers to office and other duties

7.2 Carry out routine cash delivery visits

7.3 Provide cover for absent colleagues

8. Ensure all work adheres to the policies and procedures of MAP

8.1 Take time to become and remain familiar with all policies and procedures

8.2 Play an active role in contributing to the development of these policies, procedures and good practice

9. As part of the MAP team (applicable to all members of staff)

- Ensure the practical application of MAP Equal Opportunities Policy
- Be self servicing
- Take care of their own health and safety at work and that of other employees and to co-operate with their employer in complying with statutory duties.
- Work as part of the entire MAP team
- Take an active part in regular team meetings and be involved in development of the service. This may include, for example, taking on special responsibilities within MAP.
- Work within a confidential environment and adhere strictly to MAP confidentiality policy
- Follow MAP policies and procedures as contained in the staff manual
- Cover other members of staff during sickness, holidays etc and participate in rotas
- Work with volunteers.
- Assist with collecting statistical data.
- Attend meetings
- Promote the Service, its aims and objectives as required.
- Prepare work in advance as far as is possible, and to leave clear instructions with your line manager for outstanding work when taking planned leave
- Co-operate with other members of staff and be actively involved in the development of good working practices
- To contribute to the overall success of the organisation within its aims and objectives
- Structure and monitor time adequately to manage the workload and other specific tasks
- Any other duties required, which may be deemed to fall within the scope of the post

10. As part of personal development

- Participate in staff development and training programmes including formal support, attend training courses and complete all required training to satisfactory standard.
- Read information and relevant material
- Develop skills in assessing the needs of particular client groups

This job description is subject to review and may be changed to meet the developing needs of MAP and those whom it seeks to support.

## Person Specification

Job title	<b>MAP Money Support Worker</b>	
Skills	<p>An understanding of and commitment to addressing the additional needs of vulnerable adults when giving advice and support</p> <p>A commitment to working with other voluntary and statutory agencies to address the support needs of clients</p> <p>An ability to use initiative, patience and perseverance to help resolve problems</p> <p>A commitment to involving clients in making decisions on the work done on their behalf and to keeping them informed of progress</p> <p>An ability to communicate effectively with a range of individuals and organisations in person, by phone and by mail</p> <p>An ability to listen, analyse information and identify issues and explain complex information in a clear effective way</p> <p>Carry out tasks as given by other staff calmly and efficiently</p> <p>Pay close attention to detail</p> <p>Be methodical</p> <p>Work on a self supervision basis, prioritise own work and meet deadlines</p> <p>Contribute effectively to the efficient running of the office</p> <p>A commitment to working in a mutually supportive team environment</p> <p>A willingness to familiarise self with and to adhere to MAP' policies and procedures</p> <p>Reliability and honesty</p>	
Knowledge	<p>An awareness of welfare benefits and factors relevant to eligibility</p> <p>A commitment to developing strong interviewing skills and to giving clear, impartial advice</p> <p>A commitment to maintaining accurate, comprehensive and up-to-date records of advice and to adhering to the case recording procedures used by MAP</p> <p>Good numeracy skills and a willingness to help clients' create and adhere to realistic budgets</p>	
General	<p>An ability to remain calm under pressure and to set priorities to handle workload effectively</p> <p>A commitment to developing expertise through training in subject-based advice, the needs of our particular client groups and other skills relevant to the post</p> <p>A commitment to Equal Opportunities and a willingness to examine own prejudices and feelings to work towards providing an equal service to all clients</p> <p>A commitment to providing a confidential and independent service</p>	

	<p>A commitment to maintaining personal boundaries</p> <p>A satisfactory Disclosure and Barring Service check (to be completed through MAP on appointment)</p> <p>Integrate and work constructively within a staff team in an open plan office</p> <p>Undertake other training as required</p> <p>Able to follow instructions and guidelines</p> <p>Good planning skills and attention to detail</p> <p>Good problem solving ability</p>	
--	--	--