



Money Adviser – Brighton & Hove

Job Description

- Responsible to:** Client Services Manager
- Salary:** NJC point 20-23 (£25,991 - £27,741) dependent on experience.
- Hours:** 35 hours pw - part time applicants welcome (minimum 14 hours)
- Contract:** Permanent
- Location:** Hove office, plus some outreach working across Brighton and Hove. Postholder is expected to work at least some of the week seeing clients face to face either in the office or at outreach venues. Some remote working will be possible – to discuss at job offer stage.
- Annual leave:** Full-time entitlement to 25 days plus Bank Holidays, plus 2 days discretionary leave around Christmas/New Year. Leave, including Public Holidays, will be pro-rata according to hours worked.
- Closing date:** 10am Monday 4th October 2021
- Interview date:** Wednesday 6th October 2021

Money Advice Plus

Money Advice Plus provides a range of debt and money management services to tackle some of the causes and effects of poverty and helps protect people from financial abuse. We have offices in Hove and Eastbourne and work both locally and nationally. We aim to 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.

Working for Money Advice Plus

You will be joining a large team of Money Advisers based in our Hove office, who provide debt, benefits and money management advice and casework across a range of projects. We are looking for an experienced Adviser who will feel confident in quickly building a caseload of short to medium term specialist debt and benefits advice and casework clients.

We routinely deliver our service through one-to-one appointments from our offices, in different local outreach venues, by telephone, and occasionally via home visits, as needed. We also provide drop-in services at Foodbanks and other venues across the city. Since March 2020 most of our advice has been delivered by phone, but we are beginning our return to outreach venues and seeing clients face to face, and this aspect of our work will be increasing in coming months.

The work is varied and interesting, and our team are very experienced in working with clients who often find it hard to engage with advice, so you will become agile in working in flexible and innovative ways to help clients find tailored and sustainable outcomes to meet their advice needs. We're a friendly and supportive team, and you will have regular casework supervision sessions, ad hoc assistance on hand from our Duty Supervisors, and access to relevant training to enable you to work to our AQS standards. We're committed to supporting you to do well in this role.

Please note this role requires a satisfactory Disclosure and Barring Service (formerly Criminal Records Bureau) check (to be completed through Money Advice Plus on appointment).

More information about Money Advice Plus and our work can be found on our website – www.moneyadviceplus.org.uk

If you would like to find out more about the role, or what it's like working for Money Advice Plus please email Sophy at sophy.williams@moneyadviceplus.org.uk, and one of the managers will call you back for a chat.

Main duties and responsibilities

As part of the Money Adviser team:

1. Provide a specialist debt advice and casework service which conforms to the Advice Quality Standard
2. Provide a specialist benefit advice and casework service which conforms to the Advice Quality Standard
3. Take a holistic approach to issues presented and signpost/refer to other services to help ensure that the advice and other support needs of the client are addressed appropriately
4. Keep the client at the centre of every case; check for client's understanding and communication needs, agree action plan with clarity on who is doing what, encourage client to be involved with actions (according to ability), keep client informed of progress of case, and ensure cases are concluded in a positive way

5. Communicate and negotiate on clients' behalf with third parties as appropriate
6. Provide advice and assistance through a range of channels: face-to-face, by phone, email, and through digital channels. See clients in office and at outreach locations, by appointment and at drop-ins, and visit clients in own homes as needed
7. Use case management systems to records work and collect statistical data as required
8. Keep up to date with legislation, case law, and good practice in debt and welfare benefits advice including attending training courses and using online resources. Ensure sufficient CPD points are obtained annually to maintain IMA accreditation. (NB - if you are joining the Adviser team without accreditation, you will need to complete the training to become accredited, which may include some study in your own time)
9. Attend other training, including Safeguarding Adults at Risk, and working with particular client groups, and other courses relevant to fulfilling the role as required
10. Adhere to the policies and procedures of Money Advice Plus and take an active role in reviewing and improving the services offered

All members of staff are expected to:

1. Take care of your own health and safety at work and that of other employees and co-operate with Money Advice Plus in complying with statutory duties
2. Take an active part in regular team meetings and be involved in development of the service
3. Commit to being part of a team which can involve covering colleagues and participation in rotas as required
4. Contribute to the overall success of the organisation and promote the Service, its aims and objectives
5. Work with volunteers
6. Participate in staff development and training programmes including casework supervision (Advisers only) and performance management meetings
7. Any other duties required, which may be deemed to fall within the scope of the post

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

General:

The post holder will be expected to learn and adhere to all the Charity's policies and procedures, including Confidentiality, Equality & Diversity, Boundaries and Health & Safety.

The Charity is committed to providing equality of opportunity to clients, potential clients, employees, trustees, and any other stakeholders such as contractors and partner organisations. The postholder is expected to understand, promote and adhere to this.

Core working hours are 9 am to 5 pm Monday to Friday, although staff may be asked to work flexible hours.

Person Specification

Experience	
In Debt and/or Welfare Benefits advice and casework with a minimum of 1 year's recent experience (full-time or equivalent)	Essential
In giving independent, confidential, impartial advice	Essential
Qualifications	
Hold the IMA Certificate in Money Advice Practice, or equivalent, and be an approved Debt Relief Order Intermediary. (Please note, if you do not meet this criterion, you must have a willingness to work towards the qualification, including some study in your own time).	Desirable
Skills	
Excellent telephone, written and oral communication skills	Essential
Ability to listen, identify issues and explain complex information in a clear effective way	Essential
Ability to maintain clear and comprehensive records of advice and next steps	Essential
Competent using IT and databases	Essential
Ability to manage own caseload and meet deadlines	Essential
Ability to remain calm under pressure and to set priorities to handle workload effectively	Essential
Commitment	
To use initiative, patience and perseverance to help resolve problems	Essential
To work effectively with other voluntary and statutory agencies to address the needs of clients	Essential
To contribute effectively to the team and the efficient running of the office	Essential
To undertake training as appropriate to the role	Essential
To adhere to the policies and procedures, and maintain the aims and ethos of the service	Essential
Other	
Willingness to travel within the Brighton and Hove boundaries and work in other settings as required by the post	Essential