



Money Support Worker – Brighton & Hove

Job Description

- Responsible to:** Client Services Manager
- Salary:** NJC point 6-8 (£19,698-£20,493 gross pa)
- 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.
- To apply:** Complete our application form, or send your CV with a covering letter detailing how you meet the Person Specification points
- Closing date:** 10am Monday 7th February 2022
- Interview date:** Monday 14th February 2022 (via video Microsoft TEAMS)

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 reduce 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 as a Money Support Worker

You will be joining a large team of Money Advisers and Money Support Workers based in our Hove office, who provide debt, benefits and money management advice and casework across a range of projects. Your main work will be within our Brighton and Hove Money Management project, and most of the clients you work with will be identified as vulnerable (for example, due to mental or physical ill-health, a learning disability, or 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.

As a Money Support Worker your role will combine working on your own cases (generally long-term money handling clients), and working alongside Money Advisers to carry out a range of tasks that do not require specialist Advice skills to ensure the broad advice and money management needs of our clients are met. This is a collaborative role, and you will be also working closely with our Client Finance, Visiting Worker and Reception teams to ensure that we are offering tailored, high-quality support and help to our 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 (quality) standards. We're committed to supporting you to do well in this role.

Please note this role requires a satisfactory Disclosure and Barring Service 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 Jacquie at jacquie.ballard@moneyadviceplus.org.uk, and one of the managers will call you back for a chat.

Main duties and responsibilities

As part of the Money Support Worker team:

1. Provide the main point of liaison for your own clients, carrying out work according to individually agreed annual Support Plans
2. Agree and monitor clients' individual budgets, liaising with Finance and Visiting Worker teams to ensure clients' access to money, both regular amounts and additional requests
3. Check and pay bills, and arrange purchase of household items, according to individual budgets
4. Assist clients with opening bank accounts and setting up payment methods to help them play a greater role in managing their own money, as appropriate
5. Recognise when issues arise that require Money Adviser input and notify manager accordingly
6. Work alongside Money Advisers to provide a comprehensive service to clients that meets a range of advice and support needs.
7. 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
8. 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.
9. Communicate and negotiate on clients' behalf with third parties as appropriate, whilst adhering to strict policies and procedures on confidentiality
10. Remain alert and vigilant regarding any concerns around possible financial or other abuse, including self-neglect, and notify manager immediately so that our Safeguarding Adults at Risk procedures are followed.
11. Provide 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
12. Use case management systems to records work and collect statistical data as required

13. Remain alert to barriers to access and communication in working with clients (eg language, sensory loss, mental health, cultural differences) and consider adjustments to ensure equality of access
14. Attend training, including Safeguarding Adults, that addresses the needs of particular client groups, and other courses relevant to the role and working for Money Advice Plus.
15. 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 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

Essential Experience	
Work or personal experience of supporting others to consider their goals and support them work towards achieving them	
Work or personal experience of working in a team to achieve a shared goal	
Essential Skills	
An understanding of, and commitment to addressing the additional needs of vulnerable adults when giving advice and support	
Excellent telephone, written and oral communication skills	
Good numeracy skills	
Ability to listen, identify issues and explain complex information in a clear effective way	
Ability to maintain clear and comprehensive records of advice and next steps	
Competent using IT and databases	
Ability to manage own caseload and meet deadlines	
Ability to remain calm under pressure and to set priorities to handle workload effectively	
Commitment	
To use initiative, patience and perseverance to help resolve problems	
To maintain personal boundaries	
To work effectively with other voluntary and statutory agencies to address the needs of clients	
To contribute effectively to the team and the efficient running of the office	
To undertake training as appropriate to the role	
To adhere to the policies and procedures, and maintain the aims and ethos of the service	
Other	
Willingness to travel within the Brighton and Hove boundaries and work in other settings as required by the post	