



## **JOB DESCRIPTION –Administrator and Casework Assistant (Financial Support Line and Casework Service)**

**This post is only open to female applicants as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010**

<b>Responsible to:</b>	Service Delivery Manager
<b>Charity Number:</b>	1045340
<b>Salary</b>	£20,043 to £20,852 gross per annum (NJC scale point 6 – 8)
<b>Hours:</b>	35 hours per week.
<b>Contract:</b>	Fixed term to 31/3/25 - funded by National Lottery Community Fund
<b>Location:</b>	Eastbourne
<b>Annual leave:</b>	Very generous annual leave 25 days full time entitlement (rising to 30 days after 5 years full service) plus Bank Holidays, plus 2 days discretionary leave over the Christmas period, including Bank Holidays, pro-rata according to hours worked.
<b>Pension:</b>	4% Pension contribution from employer
<b>Staff Wellbeing</b>	Health Assured Trauma Focussed wellbeing support through clinical supervision

**Closing date for applications:** Monday 23rd May at 10am

**Interviews will be held on:** Thursday 26<sup>th</sup> May in person in Eastbourne office

Please contact Sue Pattenden on [sue.pattenden@moneyadviceplus.org.uk](mailto:sue.pattenden@moneyadviceplus.org.uk) or call 01323635999 if you would like to receive the application another way.

### **Background**

Economic abuse is a form of coercive and controlling behaviour: 95% of women who experience domestic abuse will experience economic abuse. It limits their choices and ability to access safety.

## **Money Advice Plus (MAP)**

Money Advice Plus (MAP): is a registered charity, working both locally in Sussex and nationwide. Our mission is to help people manage their money effectively. We do this by providing free innovative money handling and advice services, working in partnership with other agencies. Our independent, confidential and flexible approach is tailored to individuals' needs, allowing us to reach those who find it most difficult to access advice. Our vision is a community where people have the advice and support they need to manage their money effectively, helping them to maintain control of their lives, promoting greater peace of mind. MAP has been providing a specialist money advice service supporting victims-survivors of domestic abuse for over 10 years. This is an exciting opportunity to support the delivery of our successful Financial Support Line and Casework Service for victim-survivors of domestic abuse run in partnership with Surviving Economic Abuse.

### **Purpose of role:**

New funding from the National Lottery Community Fund has provided MAP an opportunity to appoint an administrator and casework assistant. The service is award-winning and run-in partnership with Surviving Economic Abuse. The Financial Support Line provides one-off support and guidance to victims of domestic and economic abuse with financial problems. The financial support line provides a safe space for the victim-survivor to discuss their financial situation and allow them to prioritise issues and move forward with economic safety. The Casework Service offers in-depth, tailored money and debt advice and support and achieves significant financial gains for survivors of economic abuse, in particular around coerced debt. This service has developed the pioneering Economic Abuse Evidence Form, with SEA and MAP working together to maintain relationships and engage new organisations (creditor and debt advice organisations) to become part of the pilot.

The Administrator and Casework Assistant is crucial to the operation of this service. You will often be the first point of contact for victim-survivors into the service and provide vital support to the team of Money Advisers. You will be a welcoming voice and the initial point of contact for clients and referrers, providing information about the services we offer, taking relevant details about their situation and booking and managing appointments as well as walking clients through our data protection procedures.

### **Main duties and responsibilities:**

- Monitor the referrals inbox and deal with referrals and enquiries
- be the initial point of contact for victim-survivors referred into the service, arranging appointments by phone, email and letter
- update our online appointments system and send text reminders prior to appointments
- maintain records on our case management system
- Deal with incoming post and telephone calls in to the service
- Assist the Service Delivery Manager with continuous improvements to the administration of the service
- Assist the Service Delivery Manager and Advice Supervisor with other reporting information as required
- Acting under the supervision of the Adviser team, help progress clients' cases through to a sustainable outcome
- Attend project meetings and contribute the development of the service

### **All members of staff are expected to:**

- Take care of your own health and safety at work and that of other employees and co-operate with their employer in complying with statutory duties.
- Take an active part in regular team meetings and be involved in development of the service.
- Work with volunteers as applicable.
- Develop skills in understanding and working with the needs of client groups.
- Participate in staff development and training programmes including formal supervision and appraisals.
- 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 become familiar with and adhere to all the Charity's policies and procedures, particularly Confidentiality, Equality & Diversity, 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.
- Office hours are 9 am to 5 pm Monday to Friday, although contingent on future service developments, staff may be asked to work flexible hours.
- Part time staff will be expected to work regularly on the same days and times by negotiation with their line manager. We will do our best to accommodate requests for flexibility in working hours.

### Person Specification – Project Administrator and Casework Assistant

<b>Experience</b>	
Experience of using a Case Management System to maintain records	<b>Desirable</b>
Experience of using IT software including Microsoft Office, Teams and Outlook	<b>Essential</b>
Experience of providing support to people over the telephone	<b>Desirable</b>
<b>Skills and Abilities</b>	
Ability to listen, identify potential issues and explain information in a clear effective way	<b>Essential</b>
Excellent telephone and oral communication skills	<b>Essential</b>

Confident and adaptable when using IT	<b>Essential</b>
Ability to record information using clear language	<b>Essential</b>
Work on a self-supervision basis, prioritise own work and meet deadlines	<b>Essential</b>
Contribute effectively to the team and to the efficient running of the office	<b>Essential</b>
An ability to use initiative, patience and perseverance to help resolve problems	<b>Essential</b>
An ability to maintain personal boundaries	<b>Essential</b>
A good understanding of, or willingness to learn about the issues affecting people who are struggling to manage their money	<b>Essential</b>
<b>Commitment</b>	
To undertake training as appropriate to the role	<b>Essential</b>
To maintain the aims of the service specifically relating to confidentiality and Equal Opportunities	<b>Essential</b>
To contribute to improving the life chances of our clients with responsible social policy and campaigns.	<b>Essential</b>