



## **JOB DESCRIPTION – Part-time Money Adviser and Trainee Money Adviser (Financial Support Line and Casework Service)**

**Both post are 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**

**Reporting to:** Service Manager  
**Charity Number:** 1045340

**Part-Time Qualified Money Adviser – 14 hours a week** NJC point 20-23 (£26,466 - £28,226) pro rata, location Eastbourne, would consider remote working on request, dependant on skills and experience.

**Contract:** Permanent

### **Trainee Money Adviser –**

**Full time (35 hours) from Oct 2022**, NJC point 10 -13 (£21,695 - £23,023 pro rata, location Eastbourne, location Eastbourne.

**20 hours per week** from July 2022 – October 2022 may also be available. Please indicate willingness to be considered for either/both in your application.

**Contract:** Fixed term contract until 31<sup>st</sup> September 2023 as Trainee Money Advisor with extension as Qualified Money Advisor until 31<sup>st</sup> March 2025 subject to passing qualifications and meeting expectations of the role.

**Both roles:** Funded by the National Lottery Community Fund

**Annual leave:** 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.

**Pension:** 4% Pension contribution from employer

**Staff Wellbeing** Health Assured, Trauma Focussed wellbeing support through clinical supervision

**Closing date for applications:** Monday 30<sup>th</sup> May 2022 at 10am

**Interviews will be held on:** Thursday 2<sup>nd</sup> June in person from Eastbourne

Please contact Sue Pattenden on [sue.pattenden@moneyadviceplus.org.uk](mailto:sue.pattenden@moneyadviceplus.org.uk) or call 01323635999

## **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. Money Advice Plus has been providing a specialist money advice service supporting victims-survivors of domestic abuse for over 10 years. This is an exciting opportunity to contribute to the delivery of our successful Financial Support Line and Casework Service for victim-survivors of domestic abuse run in partnership with Surviving Economic Abuse and supporting the piloting of the innovative Economic Abuse Evidence Form

### **Surviving Economic Abuse (SEA)**

SEA is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Our vision is a world in which all women and girls are economically equal and live their lives free of abuse and exploitation.

### **Financial Support Line for victim-survivors of domestic abuse**

New funding from the National Lottery Community Fund has provided the partnership an opportunity to expand this service. The service is award-winning and run-in partnership with Surviving Economic Abuse. The Money Advisors/Trainee Money Advisors offer high-quality money advice on this service. The Financial Support Line provides one-off support and guidance to victims of domestic and economic abuse who are struggling to manage their money. 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 which 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 organisation (creditor and debt advice organisation) to become part of the pilot.

**Qualified Adviser:** will preferably hold a qualification in money advice, either through MaPS or the Institute of Money Adviser. Knowledge or experience of working with clients affected by domestic abuse is desirable, but training can be provided. You must have excellent communication skills, be comfortable delivering advice by phone, and be able to plan and organise your work.

**Trainee Adviser:** will have the opportunity to train towards a specialist debt advice accreditation through the Institute of Money Adviser to caseworker level, developing a strong understanding of domestic/ economic abuse and coerced debt and how this affects how debt advice is given. The training will take place over a period of 12 months (for a full time employee), via work place learning and specific practical courses, which could take place digitally or face to face. On meeting expectations of the role the trainee will be able to complete their Certificate in Money Advice Practice through distance learning through Sheffield University.

**Main duties and responsibilities:**

As a Money Adviser as part of the Financial Support Line and Casework team you will:

- Provide money advice to casework level for clients which sensitive to the needs of victim-survivors of domestic abuse and their families which conforms to the Advice Quality Standard.
- Support clients to resolve their own debt, benefit and money management issues, and act and negotiate on clients' behalf with third parties as appropriate.
- Advise clients on sustainable budgeting and money management.
- Advise and assist with applications to increase income from other sources, including charitable trusts, local authority discretionary housing payment schemes, and utility companies.
- Ensure that the service offered is tailored to the needs of clients and takes into account the particular needs of each individual, including issues around communication, understanding and vulnerability, as well as having oversight of any safeguarding concerns
- Provide advice and assistance through a range of forms: by email, as well as via the telephone.
- To maintain accurate records on the Client Management Database in accordance with the procedures set up to comply with the Advice Quality Standards
- Take referrals, deal with enquiries regarding our services and alert the Supervisor to any urgent issues presented.
- Adhere to the policies and procedures of Money Advice Plus and take an active role in reviewing and improving the services offered.
- Keep up to date with legislation, case law, good practice in debt and welfare benefits advice and carry out relevant training by attending courses and using online resources.

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.

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

- Take an active part in regular team meetings and be involved in development of the service.
- Work with volunteers as applicable.
- 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
- 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 – Money Adviser, Money Advice Plus

<b>Experience</b>	
In debt advice and casework with a minimum of 1 years recent experience (full-time or equivalent).	<b>Essential</b>
Recent experience in giving welfare benefits advice	<b>Essential</b>
Experience of working on a helpline providing one off advice	<b>Desirable</b>
Experience of working with clients effected by Domestic Abuse	<b>Desirable</b>
A strong understanding of economic abuse and coerced debt.	<b>Desirable</b>
Giving independent, confidential, impartial advice	<b>Essential</b>
Maintaining accurate, comprehensive and up-to-date records of advice	<b>Essential</b>
Excellent oral communication skills, including telephone manner Communicating effectively with a range of individuals and organisations in person, by phone and by mail	<b>Essential</b>
Ability to listen, analyse information and identify issues and explain complex information in a clear effective way	<b>Essential</b>
Maintain client involvement in making decisions on the work done on their behalf and keeping them informed of progress	<b>Essential</b>
<b>Qualifications</b>	
Hold the Institute of Money Advisers Certificate in Money Advice Practice, or equivalent	<b>Desirable</b>
<b>Skills</b>	
Excellent telephone and oral communication skills	<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 An ability to use initiative, patience and perseverance to help resolve problems	<b>Essential</b>

An ability to work on your own in a remote office which may not have a full range of resources	<b>Essential</b>
An ability to maintain personal boundaries	<b>Essential</b>
An ability to remain calm under pressure and to set priorities to handle workload effectively	<b>Essential</b>
<b>Commitment</b>	
To work effectively with other voluntary and statutory agencies to address the needs of clients	<b>Essential</b>
To integrate and work constructively within a staff team in an open plan office	<b>Essential</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>

### Person Specification – Trainee Money Adviser, Money Advice Plus

<b>Experience</b>	
Knowledge and awareness of debt advice services	<b>Desirable</b>
Knowledge and awareness of welfare benefits advice	<b>Desirable</b>
Experience of working with clients effected by Domestic Abuse	<b>Desirable</b>
A strong understanding of economic abuse and coerced debt.	<b>Desirable</b>
Maintaining accurate, comprehensive and up-to-date records of advice	<b>Essential</b>
Excellent oral communication skills, including telephone manner Communicating effectively with a range of individuals and organisations in person, by phone and by mail	<b>Essential</b>
Ability to listen, analyse information and identify issues and explain complex information in a clear effective way	<b>Essential</b>
<b>Skills</b>	
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Contribute effectively to the team and to the efficient running of the office An ability to use initiative, patience and perseverance to help resolve problems	<b>Essential</b>
An ability to work on your own in a remote office which may not have a full range of resources	<b>Essential</b>
An ability to remain calm under pressure and to set priorities to handle workload effectively	<b>Essential</b>
Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients	<b>Essential</b>
<b>Commitment</b>	
An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities	<b>Essential</b>

A commitment to giving independent, confidential, impartial advice, maintaining professional boundaries	<b>Essential</b>
To work effectively with other voluntary and statutory agencies to address the needs of clients	<b>Essential</b>
To integrate and work constructively within a staff team in an open plan office	<b>Essential</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>