



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

- Responsible to:** Deputy Service Delivery Manager
- Charity Number:** 1045340
- Salary:** £25,183 rising to £25,992 gross pa
- Hours:** 35 hours per week
- Contract:** Fixed term to 31/3/28- funded by National Lottery Community Fund
- Location:** Eastbourne office
- 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. All leave pro-rata according to hours worked.
- Pension:** 4% Pension contribution from employer
- Staff Wellbeing:** Employee assistance programme with 360 wellbeing
Trauma focused wellbeing support through clinical supervision

Closing date for applications: Midday Wednesday 26th February 2025

Interviews will be held on: Monday 3rd March 2025

Please contact Lindsay Newton-Palmer on lindsay.newton-palmer@moneyadviceplus.org.uk or call 01323635999 if you would like to talk about the role, or receive the application in another format.

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. Funding from the National Lottery Community Fund now provides MAP an opportunity to appoint an administrator and casework assistant on this service, which is run in partnership with Surviving Economic Abuse.

Purpose of role:

This role supports the delivery of our successful Financial Support Line (FSL) and Casework Service for victim-survivors of domestic abuse and is part of our Centre of Excellence for Debt and Economic Abuse Service (CEDEAS).

The FSL provides a safe space for the victim-survivor to discuss their financial situation, providing one-off advice and guidance that allows 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, particularly around coerced debt. This service has developed a pioneering information sharing tool, the Economic Abuse Evidence Form, with our partner SEA and MAP working together to engage organisations (creditor and debt advice organisations) to use the form.

The Administrator and Casework Assistant is crucial to the operation of this service. You will be a welcoming voice and initial point of contact for clients and referrers, providing information about our services, taking relevant details about their situation, booking and managing appointments, and walking clients through our data protection procedures. You will provide vital support to the casework team by helping to progress clients' cases through to a sustainable outcome.

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 Deputy Service Delivery Manager with continuous improvements to the administration of the service
- Assist the Deputy Service Delivery Manager and Technical 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 the 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 postholder 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

Experience	
Experience of using a Case Management System to maintain records	Desirable
Experience of using IT software including Microsoft Office, Teams and Outlook	Essential
Experience of providing support to people over the telephone	Desirable
Skills and Abilities	
Ability to listen, identify potential issues and explain information in a clear effective way	Essential
Excellent telephone and oral communication skills	Essential
Confident and adaptable when using IT	Essential
Ability to record information using clear language and attention to detail	Essential
Work on a self-supervision basis, prioritise own work and meet deadlines	Essential

Contribute effectively to the team and to the efficient running of the office	Essential
An ability to use initiative, patience and perseverance to help resolve problems	Essential
An ability to maintain personal boundaries	Essential
A good understanding of, or willingness to learn about the issues affecting people who are struggling to manage their money	Essential
Commitment	
To undertake training as appropriate to the role	Essential
To maintain the aims of the service specifically relating to confidentiality and Equal Opportunities	Essential
To contribute to improving the life chances of our clients with responsible social policy and campaigns.	Essential

Feb 2025