**Role title:  Volunteer Money Mentor**

**Principal function:** To provide information to clients and obtain debt advice from CMA’s own debt advisers, enabling the client to action whatever debt resolution option they choose to take.

**Location:** Normally at drop-in sessions at various foodbank centres around the city. Currently providing telephone advice and support due to Covid-19.

**Hours:** Variable, a commitment of at least two hours per week

**Duties:** To play an active part in the Money Matters team, including:

* Give face to face support or telephone support
* Providing a warm and welcoming atmosphere to clients
* Assisting with administrative duties related to client casework including using an online database (training provided)
* Help to fill in forms
* Look at benefit entitlement
* Provide information and referrals
* Attend monthly team meetings

**Reporting to:** Money Matters Centre Manager

**What’s in it for you:** This is a great role for anyone interested in developing skills in the field of advice. You’ll get to work with an experienced team and learn new skills from them in a lively environment. You will be playing a vital role in improving the financial resilience of vulnerable people in the community.

**Training and supervision:**

-All advisors must undergo a one-day training course with Community Money Advice  
- In house training for our online database  
- In house training on listening skills and budget coaching  
- Supervision, as required, will be provided

- Further training opportunities may be available

**Personal qualities required:** All volunteers need to be: enthusiastic, proactive, willing to learn new skills and have a friendly and approachable manner. Volunteers must be numerically literate. We operate through an online database so volunteers must be computer literate.

**Notes:**

**Minimum age:** 18

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