



Job Description

Job Title:	Money Adviser
Department:	Money Matters
Employed by:	Saltbox
Based at:	Saltbox, Bemersley House, Gitana Street, Hanley, Stoke-on-Trent, ST1 1DY (with drop in face to face/telephone sessions delivered through Foodbank centres around Stoke-on-Trent)
Salary:	£21,000 – Pro Rata £12,600
Hours:	21 hours – Office-based, home working or community locations – flexibility required
Responsible to:	Money Matters Centre Manager
Contract:	Temporary 6 Month Contract, which may be extended subject to funding
Recruitment:	This post is subject to a satisfactory DBS and reference checks

Purpose of the role

- For the **provision of benefits and debt** advice and money management support to Foodbank guests. Assisting them with money problems, offering budgeting and benefits advice, debt advice support, applying for fuel vouchers, signposting and referring appropriately.

Summary of duties

- To provide face to face, telephone, online support to Foodbank clients
- To provide a warm and supporting welcome to clients
- To carry out administrative duties related to the client casework including updating the online databases, sending letters, scanning documents, organising electronic folders
- To review client benefits entitlements and support them with completing paper and online forms
- To provide welfare benefits advice in line with Advice UK and NAWRA's code of conduct and keep up dated on industry regulation changes
- To collect information and provide debt advice in line with the CMA and FCA Debt Quality Compliance framework and keep up dated on industry regulation changes
- To attend appropriate training courses and successfully achieve accreditation with Community Money Advice

- To attend monthly team meetings and supervision
- To undertake such other duties as may be required by the Service Manager, Directors or Trustees.



Money Mentor/Adviser - Person Specification

Requirements		Essential	Desirable
Skills/ Knowledge/ Experience	Able to demonstrate good, sympathetic person skills	√	
	Experience of previous working in money/debt advice and an understanding of the challenges that can arise		√
	Proven ability of working with diverse issues	√	
	Experience and sensitivity of working with people of different faiths and none	√	
	Excellent written and oral communications skills, with the ability to communicate verbally to a wide range of audiences and individuals	√	
	Experience of maintaining information, evaluation and related reports, must be numerically literate	√	
	IT Literate, proficient with MS Office and other data management skills	√	
Personal Qualities	Self motivated and able to work under own initiative as well as within a team	√	
	Ability to motivate others, inspire change and encourage and facilitate participation and engagement	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to work under pressure and in periods of change and development	√	
	Ability to drive with own transport	√	



Other Information:

Saltbox:

Saltbox is an organisation with Christian values and principles, which was founded in 1983. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox, however staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

Values:

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

Saltbox's Guiding Principles:

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times