

Role title: Money Matters Financial Capability Volunteer

Principal function: To triage foodbank clients and to provide Financial Capability support.

Location: Variable, as required. It could be in the foodbank centres, working from home or at our offices.

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

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

- Providing a warm and welcoming atmosphere to clients
- Triage client's situations and signposting or referring them, either internally or externally, for appropriate further support
- Carrying out benefits checks using Money Matters online benefits calculator
- Completing a budget sheet with clients
- Supporting clients with money saving, budgeting and money management
- Recording notes and gathering statistics
- Undertake training as necessary
- Scanning and uploading documents and filing
- Booking client appointments
- 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 financial capability and 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. You may learn some money saving tips for yourself.

Training and supervision:

- All volunteers will get in house training
- 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 computer literate and have a friendly, confident telephone manner.

Notes:

Minimum age: 18

Contact: Morag McNeill

Telephone: 07880 795304

Email: moragmcneill@saltbox.org.uk