JOB DESCRIPTION and PERSON SPECIFICATION

POST TITLE: Senior Money Advice worker

SALARY: £25-27k PA

Duties

To work in partnership with GP practices in Possilpark with a view to integrating advice and information services (financial inclusion and money advice) into the delivery of primary care in the area.

To work patiently and tactfully with primary care staff to build their trust and engagement in the work

To test out different approaches to achieving integration

To deliver a range of face to face financial inclusion, income maximisation, welfare rights, financial and money advice

To work patiently and tactfully in a non-judgemental manner with families to build their trust and engagement in the work

To develop formal links with other support agencies that could provide other support for families to further better their circumstances

To be responsible for the quality of advice provided by the Money Advice worker and to line manage the worker

To maintain expertise in relevant legislation

To undertake detailed casework on multiple debt problems

To provide regular reports on the functioning of the work as well as progress and learning achieved

To support primary care staff and to provide them with any training/information they request that better enables them to collaborate with this work

Holidays -25 days pa plus 13 Public Holiday

Pension – 5%

Probationary period- 3 months

Working pattern – Monday – Friday but with occasional weekend and evening work

Person Specification – Senior Money Advice worker

|  |  |
| --- | --- |
| **Senior Money Advice worker** | **Competencies****D= desirable E = Essential** |
| **Experience** | Delivering money/debt advice EDelivering welfare rights advice DExperience of line management DExperience of working with low income families D |
| **Skills and attributes** | Work proactively – thinking ahead and taking prompt action to solve problems, complete tasks, overcome obstacles and seize opportunities EWork collaboratively with others – working collaboratively with others for the good of clients, building a network of good relationships EExcellent communication skills and an understanding of how and when E |
| **Values and attitudes** | Be client and customer focused – focusing on and understanding the needs of internal and external customers, clients and other stakeholders EBe results driven- achieving results, taking personal accountability for work ELead change and improve performance – responding quickly and positively to change, seeking continuous improvement and learning from experience E |
| **Knowledge** | A sound working knowledge of money advice strategies and the legal rights of debtors and creditors EA sound working knowledge of welfare benefits EA working knowledge of Microsoft software E |