**Money Advice Plus Adviser**

Job Title: Money Talks Plus Adviser

Hours: 28 hours per week

Fixed Term Contract: 31 March 2025

Salary: £17850 (pro rata) 8% employer pension

Closing date: 26th April 12 noon 2024

Interviews 2nd May 2024

**Job Description**

**Summary of role**

The Money Talks Plus Adviser, will play a key role in the delivery of an independent, free, impartial and confidential advice, information and advocacy service, to Association standards, to assist vulnerable families and people, living in NW Aberdeenshire, to deal with poverty related issues affecting their lives. This project aims to improve access to and the efficiency of financial health checks for vulnerable families and older people, providing holistic financial inclusion and income maximisation advice in order to improve their financial circumstances.

**Main responsibilities**

The Money Talks Plus Adviser aims to provide the most effective service to suit the needs of the client.

* Assist in all Bureau enquiries
* Undertake diagnostic interviews with clients by phone, face to face or video call to assess whether individuals are eligible to apply for benefits or to access other income maximisation support.
* Help with resolution of straightforward enquiries
* Signpost clients who can do more to self-help
* Refer to Session Supervisor for help with emergencies
* Provide information and advice on all aspects of Social Security Benefits.
* Carry out benefit checks
* To provide assistance with the completion of benefits forms
* Refer to Session superviser for support with more complex issues
* Make referral to internal Benefits/Money Advice Teams or another appropriate agency
* Maintaining case records including detailed statistics
* Maintaining expertise in relevant legislation e.g. welfare rights and benefits
* Ensure that financial gains are recorded appropriately.
* Providing information for project reports
* Attending team and staff meetings as required
* To work within the aims and the values of the CAB service.
* **Personal Qualities:**
* Excellent organisational and personal management skills
* Good financial background/financial acumen
* Good interpersonal skills
* Ability to change and adapt the role
* Ability to recognise and give social and factual evidence for role development
* Ability to work to deadlines

Responsible to: Bureau Manager