JOB DESCRIPTION – CASEWORK ASSISTANT

Responsible to: Client Services Manager

Location: Eastbourne

Salary NJC point 6-8 £19,698 to £20,493 gross per annum pro rata

Hours: Minimum 17.5 hours per week. Standard working hours are 9-5 Monday to Friday.

Contract: This is a fixed term post until 30/6/2022, with a possibility of extension dependant on funding.

Annual leave: Full-time entitlement to 25 days plus Bank Holidays, plus 2 days discretionary leave around Christmas/New Year (if contract includes this period of the year). Leave, including Bank Holidays, will be pro-rata according to hours worked.

Closing date: 10 am Monday 6th December
Interview date: Wednesday 8th December

Money Advice Plus (MAP)

Money Advice Plus (MAP): is a registered charity, working both locally in Sussex and nationwide. Our mission is to help people manage their money effectively. We do this by providing free innovative money handling and advice services, working in partnership with other agencies. Our independent, confidential and flexible approach is tailored to individuals' needs, allowing us to reach those who find it most difficult to access advice. Our vision is a community where people have the advice and support they need to manage their money effectively, helping them to maintain control of their lives, promoting greater peace of mind. Money Advice Plus has been providing a specialist money advice service supporting victims-survivors of domestic abuse for over 10 years.

Context:

You will be joining a large team of money advisers and support staff, based in Hove and Eastbourne, who provide debt, benefits, and money management advice and casework across a range of projects. In addition to specialist level advice and casework, Money Advice Plus also provides a money handling service to clients who cannot manage their finances without support.

Purpose of role:

- To engage with clients over the phone, providing the first point of contact for new referrals
- To provide assistance to the Money Adviser Team with data collection, booking appointments, completing forms and applications under the guidance of advisers,
- To work directly with clients, keeping them motivated to get their finances back on track
- To liaise with other organisations such as local authorities, creditors, social landlords

Main duties and responsibilities:

- Contacting clients after a referral has been received
- To keep clear records of all interaction with clients on our database
- Acting under the supervision of the Adviser team, to help progress clients' cases through to a sustainable outcome
- To work with Advisers following a first diagnostic interview on an action plan for each client
- To carry out follow up calls to clients to keep them on track with action plans

All members of staff are expected to:

- Take care of your own health and safety at work and that of other employees and co-operate with their employer in complying with statutory duties.
- Take an active part in regular team meetings and be involved in development of the service.
- Work with volunteers as applicable.
- Develop skills in understanding and working with the needs of particular client groups.
- Participate in staff development and training programmes including formal supervision and appraisals.
- Any other duties required, which may be deemed to fall within the scope of the post

General

- The post holder will be expected to become familiar with and adhere to all the Charity's policies and procedures, particularly Confidentiality, Equality & Diversity, Health & Safety.
- The Charity is committed to providing equality of opportunity to clients, potential clients, employees, trustees, and any other stakeholders such as contractors and partner organisations. The postholder is expected to understand, promote and adhere to this.
- Office hours are 9 am to 5 pm Monday to Friday, although contingent on future service developments, staff may be asked to work flexible hours.
- Part time staff will be expected to work regularly on the same days and times by negotiation with their line manager. We will do our best to accommodate requests for flexibility in working hours.

PERSON SPECIFICATION - CASEWORK ASSISTANT

Experience	
Experience of using a Case Management System to maintain records	**Desirable**
Experience of using IT software including Microsoft Office, Teams and Outlook	**Essential**
Experience of providing support to people over the telephone	**Desirable**
Skills and Abilities	
Ability to listen, identify potential issues and explain information in a clear effective way	**Essential**
Excellent telephone and oral communication skills	**Essential**
Confident and adaptable when using IT	**Essential**
Ability to record information using clear language	**Essential**
Work on a self-supervision basis, prioritise own work and meet deadlines	**Essential**
Contribute effectively to the team and to the efficient running of the office	**Essential**
An ability to use initiative, patience and perseverance to help resolve problems	**Essential**
An ability to maintain personal boundaries	**Essential**
A good understanding of, or willingness to learn about the issues affecting people who are struggling to manage their money	**Essential**
Commitment	
Commitment to work as part of a team which will include remote workers	**Essential**
To undertake training as appropriate to the role	**Essential**
To maintain the aims of the service specifically relating to confidentiality and Equal Opportunities	**Essential**
To contribute to improving the life chances of our clients with responsible social policy and campaigns.	**Essential**