



Bedworth, Rugby & Nuneaton

Money Mentor-Breakthrough Programme

Job Pack

Thanks for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role, and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our Values
- 3 things you should know about us
- Overview of the Citizens Advice Service
- Overview of Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB)
- Overview of the Project
- The role profile and person specification
- Our approach to equality and diversity

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about US

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of the Citizens Advice service

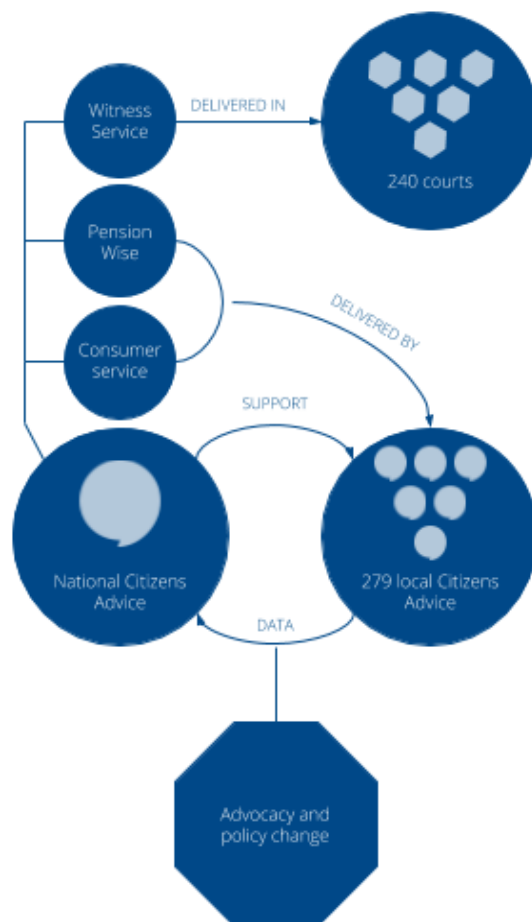
The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members

This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers



Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB)

BRANCAB delivers services to the populations of Bedworth, Rugby and Nuneaton which in 2020 have been estimated at approximately 240,000. The organisation has been delivering excellence in its current form since 2007 with 32 paid staff and 65 volunteers. We are an exciting and thriving organisation whose work has been acknowledged through Quality Mark status (Debt and Welfare Benefits) and Investors in People.



Our approach to equality and diversity

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.



BREAKTHROUGH JOB DESCRIPTION AND PERSON SPECIFICATION

BBO Breakthrough Money Mentor

Introduction and purpose of the role

Breakthrough is a joint ESF/National Lottery Community funded programme that intends to provide intensive support to beneficiaries to address the financial barriers they face to gaining and sustaining employment and taking a full and active role in their community. The programme will be delivered across Coventry and Warwickshire.

The role of the Money Mentor is to provide intensive support to beneficiaries to address financial barriers helping them to be better able to plan for the future, work towards gaining and sustaining employment and improving self-esteem and confidence to take a full and active role in their community.

Job Description – Main Duties

- Identify eligible participants targeting the unemployed and economically inactive members of the community and register them on the programme
- Ensure all relevant paperwork is completed and signed by the participant
- Ensure all necessary evidence of the participants eligibility to join the programme is copied
- Support participants to develop and personal action plan
- Support participants to engage with other organisations/partners who provide services to help them achieve their goals
- Provide on-going intensive support, review the participants progress and ensure any additional support needs are addressed/arranged
- Actively support, encourage and motivate people to adopt positive changes to their lives
- Ensure income maximisation through the take up of appropriate benefits
- Support participants to build their money management skills
- Support participants to manage debts where appropriate
- Negotiate with third parties where appropriate
- Keep accurate records of the activities covered with the participants as required by the programme funders and follow guidance in the Programme Procedures Manual
- Submit reports and statistics to Programme Support Officer
- Keep up to date with developments in financial capability work
- Keep updated on relevant legislation
- Attend relevant internal and external meetings as agreed with your line manager
- Prepare for and attend supervision meetings, annual appraisal and team meetings as appropriate
- Use IT for statistical recording , record keeping and document production
- Keep up to date with the programme's policies and procedures
- Maintain close liaison with relevant external organisations
- Abide by health and safety guidelines and share responsibility for own safety and that of others

- To ensure that the aims, principles and policies of the Breakthrough programme and the wider Citizens Advice Bureau Service are upheld
- To demonstrate a personal and professional commitment to the *"Stand up for equality"* strategy, and the Citizens Advice Service definition of equality, *"Our common humanity makes us equal in worth, dignity and rights"*.
- To contribute to the programme's sustainable development activities
- To perform any task, commensurate to the role as directed by the Programme Lead; to facilitate any identified developments required by the programme to ensure continuing capability and effectiveness

Person Specification

- Must be experienced in Financial Capability Work
- Must be experienced at working remotely over a wide area
- Excellent communication skills; confident in talking to individuals
- Experienced at delivering work with set targets / outcomes
- Experienced at working with vulnerable people
- Ability to empathise with the client group and respect different views
- Understanding why confidentiality is important
- A commitment and understanding of equal opportunities and sustainable development
- Ability to monitor and maintain own standards and to seek supervision and guidance where necessary
- Demonstrate an understanding of social trends and their implications for participants and service provision
- Flexible approach to work
- Understanding of the difference between financial capability work and debt advice
- Understanding the basics of money management and of the skills and confidence required to manage money effectively
- Knowledge of the welfare benefits system
- Effective writing skills with particular emphasis on recording case notes and form completion
- Ordered approach to work and ability and willingness to follow procedures
- An understanding of the issues involved in interviewing clients
- Numerate to the level required in the tasks
- Ability to prioritise work, meet deadlines and complete follow up work in a timely manner
- Ability to compile and submit reports
- Ability to use IT in the provision of advice, case recording and preparation of reports and submissions
- Flexibility about travelling to locations most accessible to the programme participants
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Flexibility and willingness to work as part of a team
- A positive approach to self-development and assessment
- The ability to work within the catchment area