

DRUMCHAPEL MONEY ADVICE CENTRE

JOB DESCRIPTION & SPECIFICATION

*Drumchapel
Money Advice
Centre*

JOB TITLE: Advisor
SALARY: 35 hours Monday – Friday £25,000
REPORTING TO: Senior Money Advisor
TYPE: Funded to 31st March 2025

Job Purpose:

The overarching purpose of the role is to assist in the development and implementation of the Money Advice Services operated by Drumchapel Money Advice Centre (DMAC).

Core function:

The core function of the Advisor's remit is to provide advice, assistance and representation to clients with financial problems, covering all aspects of arrears and welfare rights.

Actual function:

The role has a variety of activities and considerations in managing the delivery of the objectives and outcomes of Drumchapel Money Advice Centre.

The tasks will include the following:

ROLE AND RESPONSIBILITIES

- To provide advice and assistance to clients with financial issues via telephone, face-to-face or email interview at DMAC's office or an outreach location.
- To carry out benefit calculations to maximise client's income through advice on welfare benefits and other sources of financial assistance
- To identify benefit entitlements and assist client to apply for same
- To provide guidance, information, representation and support in the areas of welfare benefits and represent at benefit tribunals when necessary.
- To offer appropriate assistance to individuals requiring help with financial budgeting
- To communicate effectively with third parties on behalf of the client
- To manage a busy case load and carry out detailed casework on the client's behalf
- To maintain accurate computer records in line with DMAC's procedures
- To ensure GDPR legislation is adhered to
- To keep up to date with current legislation relevant to the Financial Inclusion Sector and to be accountable for own personal development
- To actively participate in any training or activities to improve advice practices and business processes
- To adhere to the policies and procedures of DMAC
- To perform any other related duties which may be required to produce an effective outcome in your day-to-day tasks and objectives

PERSON SPECIFICATION – ADVISOR

ESSENTIAL	DESIRABLE
Sound knowledge and experience of welfare benefits (DWP and SSS)	Experience of working in the voluntary sector
Experience of providing face to face advice	Ability to perform manual benefit calculations
Experience of providing telephone advice	Driving Licence and own transport
Experience of managing a busy caseload pro-actively (review and update cases and work to time scales)	
Experience completing benefit application forms both by hand and online	
Experience in benefit tribunal representation	
Excellent literacy and numeracy skills	
Knowledge of IT packages including Microsoft Office	
Knowledge of HMCTS appeals process for benefit appeals	
Ability to write comprehensive case studies	
Knowledge of energy and fuel poverty issues	
Ability to work on own initiative	
Ability to work in a team setting	
Excellent communication skills – communicate clearly, verbally and in writing	
Pro-actively keep knowledge and skills up to date	
Ability to work effectively with service users and adapt approach to each case as required	
Understanding of the impact of the economic downturn in relation to vulnerable families	