

Project Support / Mentor - volunteer



Organisation: Money A+E

Location	Mansfield House, 30 Avenons Road, London, E13 8HT
Where the role is based	At the organisation and or outreaches
Travel limit	Greater London
Opportunity type	Ongoing role

Opportunity description

Money A+E are a non-profit social enterprise that provide money advice and education projects / services to people from disadvantaged communities. Volunteers play an invaluable part in helping us achieve this aim. Therefore, we require help from a Project support / money mentor volunteer.

The role

- Provide administrative support to the project workers (Workshop Trainers and Money Coaches)
 - Conducting initial triage assessments of clients (face to face or via telephone)
 - Assisting clients with form filling and completing a basic financial statement
 - To provide money mentoring guidance to clients
 - Booking in clients for appointments with our Money Coaches
 - Inputting information on to our case management system, monitoring spreadsheets and email database
 - Communicating with clients via phone or email to share updates on their case and/or gather information
 - Assisting Money Coaches with client appointments
 - To provide assistance to the Workshop Trainers at workshops
 - General administrative tasks (photocopying, scanning, creating client files and filing)
 - To signpost and refer attendees to internal / external services

Required skills

- Ability to work as part of a team
- Good administration skills
- Excellent communications skills with the ability to clearly articulate verbally and in written form
- Good people skills
- You must be self-motivated and have good time management
- Good I.T. skills (Microsoft office, outlook, using the internet).

Characteristics

- We are looking for someone who has a desire to help people deal with the challenges of financial exclusion, debt and financial confidence.
- We are looking for someone who is able to work as part of a team, non-judgmental in thinking and able to communicate and engage with diverse groups within the local communities.
- Open to a flexible working approach.

Desirable

- To have an interest in social / financial inclusion challenges in the local community.
- Have the ability to be creative and innovative within the scope of the role.
- Have a passion to bring positive change to the local community.
- Able to self-motivate and work well as part of team. Ability to be creative and innovative within role. Passion to change the local community.

What's in it for the volunteer?

To enable you to fulfil this opportunity we will:

- Provide an induction
- Provide training for you to become an accredited Community Money Mentor
- Provide E-Learning opportunities
- Provide in-house CMS training
- Reimburse "out of pocket" expenses in line with our expenses policy
- Provide you with our Policies and Procedures

You will be volunteering for a community focused organisation. You will make a significant difference in the lives of 100's of individuals and families impacted by austerity, low paid income and more.

Time commitment

In and out of office hours (flexible)

1-2 days per week (dependent on availability, days are open to discussion).

Minimum 6 months, 12 months preferable.

Other details

When working from our office, public transport expenses & lunch will be reimbursed, subject to a daily maximum of £10 (refundable upon submission of receipts).

Additional application instructions

- Complete online application
 - Short telephone conversation about what you'd like to achieve through volunteering;
 - Have an informal interview;
- You will be involved in regulated activity for this role, and for this reason we require you to undertake a **basic DBS check**
Please note, you will be asked to declare any unspent convictions. Having a criminal record does not mean that you cannot volunteer with us, but it may limit the different ways that you can get involved. Please get in touch, if you require more information.

This is a voluntary position that supports the work of our services and is not replacing the work of a paid member of staff. This role profile does not form part of any contract of employment.

We will aim to respond to your application as soon as reasonably possible. Please be patient with us and thank you for showing an interest.