



Trainee Money Coach Volunteer

Transforming lives through
money advice and education

<p>Outline of role:</p>	<p>Volunteer - Trainee Money Coach</p> <p>This is a great opportunity for you to learn all about welfare benefits, debt and money guidance advice.</p> <p>Whether you already have some knowledge and you want to make use of this to help others, or if you have no experience and are keen to learn, this role could provide you with an interesting and challenging volunteering opportunity.</p> <p>As a money coach volunteer you will offer advice to people experiencing financial difficulties. You may help by supporting with completing benefit claim forms, challenging decisions, negotiating with creditors to set up affordable debt repayments and more.</p> <p>This role can be demanding and challenging, but also very rewarding. Internal and external training is available to provide you with all the skills and knowledge required to carry out this role.</p>
<p>Role activities Include:</p>	<p>The role could involve assisting individuals with some/all of the following:</p> <ul style="list-style-type: none">• Identifying benefits they may be entitled to• Assisting them to make benefit claims• Challenging decisions• Negotiating with creditors to arrange affordable debt repayments• Applying for grants• Covering an advice outreach / drop-in surgery to offer support face to face• Offering information by telephone, email or digitally• Signposting or referring individuals on to other services and organisations where appropriate.• Keeping accurate and up to date case notes• On-going learning to ensure knowledge is kept up to date and accurate• Support setting up and delivering money education workshops
<p>What's in it for you:</p>	<p>As a trainee money coach you will receive high quality training, work experience and a reference.</p>

Skills required	Good communication skills, able to self-motivate, organised, good time management, team player, basic IT skills, ability to learn.
Training and Development:	You will be trained to become a money coach (generalist money adviser level). Will also be trained to support in delivering money education workshops.
Reporting To:	Jerry During (Supervisor)
Based at:	Mansfield House, 30 Avenons Road, London, E13 8HT
Commitment:	2 days per week for 12 months (flexible working terms to be discussed, including remote working)
Health and Safety	There may be lone working involved at outreaches / drop-in surgeries. Risk assessments will be carried out for partner organisation outreaches.
Legalities	You will be fully covered by our Public Liability and Professional Indemnity Insurance. You will be asked to sign a volunteer agreement that outlines your responsibility in relation to your volunteering role.
Confidentiality	We have a confidentiality policy in respect of our service users and staff. If there are any conflicts of interest in respect of volunteers personally knowing service users where they live, then it would not be appropriate for that volunteer to support that person(s).
DBS	Yes a DBS is required for this role. If you do not have one, a DBS will need to be obtained before you are able to support any vulnerable people.
Equal Opportunities:	Money A+E aim to reflect the diversity of the community it serves through its volunteer base.
Notes:	Reasonable travel expenses will be reimbursed and lunch expenses (up to £10 per day) will be reimbursed upon receipts provided.
Contact:	If you are interested please email: gregashby@moneyaande.co.uk along with your C.V. or summary of your work experience and skills. If you have any questions please email or call: 0208 616 3750