

Money Team Volunteer	Citizens Advice Wolverhampton
Commitment:	You could do this role if you are available to volunteer for 1 day a week minimum

Role purpose and Main Duties	
	<ul style="list-style-type: none"> ● To deliver financial education and support to individuals on a one to one basis in order to develop peoples skills, knowledge and confidence to enable them to make the financial choices that are right for them ● To help clients where they can make use of resources available online and give targeted support as required in the fields of debt prevention, money management, budgeting and income maximisation ● This role will be closely aligned to our Money Advisers who will refer clients needing financial capability support, income maximisation etc. ● Assisting with form completion related to money advice ● Completing clear, consistent and accurate case records ● Ensure that all work conforms to the organisations systems and procedures
Social Policy	<ul style="list-style-type: none"> ● Recognising the root causes of problems and participating in taking appropriate action ● Assisting with social policy work by providing information about clients circumstances through the appropriate channels
Training & Development	<ul style="list-style-type: none"> ● Keeping up to date on important issues by completing the appropriate training and by essential reading ● Attending appropriate team and organisational meetings
Administration	<ul style="list-style-type: none"> ● Using IT for statistical recording, record keeping and document production ● Recording outcomes of advice given ● Reviewing and closing case files

Person Specification

Skills:

- Excellent communication skills
- Ability to communicate clearly and professionally, both orally and in writing
- Ability to sift through information and extract what is relevant
- Basic mathematical skills, including percentages
- Ability to work as part of a team
- Ability to recognise your own limits and boundaries in the role
- Ability to use IT e.g. basic keyboard/data entry skills, MS Word, MS Excel and the ability to navigate information sources

Qualities:

- A commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies
- Friendliness, approachability and sensitivity to the needs of others
- A positive attitude to self-development and assessment with a willingness to learn and develop relevant skills and knowledge
- Respect views, values and cultures that are different to your own
- An understanding of why confidentiality is important
- An understanding of the issues affecting society and their implications for clients and service provision.