



**Job Title:** Support Worker

**Pay scale:** £17,161 per annum (pro rata)

**Hours:** 37 hours per week (job share considered)

**Contract:** Fixed term to 31<sup>st</sup> March 2019,  
with potential for extension depending on funding

**Responsible to:** Chief Executive

**Place of Work:**

**Torquay Job Centre**, Regal House, Castle Circus, Torquay TQ1 3JQ  
(3 days per week)

**Brixham Job Centre**, Decca House, 28 New Rd, Brixham TQ5 8NQ (2  
days per week)

**Apply:** [steve.barriball@citizensadviceexeter.org.uk](mailto:steve.barriball@citizensadviceexeter.org.uk)

**Closing date:** Monday 16<sup>th</sup> July 2018 at 12 noon

**Interview date:** Week commencing 30<sup>th</sup> July 2018

## **Job description**

**Context of role:**

Citizens Advice Torbay is to receive funding from Torbay Council via the Department for Work and Pensions (DWP) to deliver personal budgeting support to people in receipt of Universal Credit.

## **Role purpose:**

To work with the DWP and Torbay Council, working at Torquay and Brixham Job Centre's to provide personal budgeting support to people in receipt of Universal Credit. This is part of the full service roll out of Universal Credit.

## **Key work areas and tasks:**

- To provide personal budgeting support
- To ensure targets are met

## **Targets:**

The DWP and Torbay Council have set indicative targets for the number of people accessing this service, as follows:

<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
21	113	138	<b>272</b>

The payment regime is such that performance against these targets is central to the future funding of the service.

## **Plan and provide budgeting activities**

- Delivering personal budgeting support in an interesting and engaging manner; covering debt prevention, money management skills such as budgeting and income maximisation, using bank accounts, options for borrowing and saving, and dealing with debt
- Ensuring feedback is received from clients.
- Review, revise and improve working practices and materials in the light of feedback
- Making accurate records of sessions and clients seen, using the charity's client management system and other monitoring systems required by funders
- Planning personal budgeting support sessions appropriate to the needs of the individual client, and working with them to develop action plans
- Identifying research and campaigns issues arising from work with clients
- Making referrals for advice appointments where appropriate

- Keeping up to date with developments in personal budgeting support, including attending appropriate training
- Attending charity and operational meetings, when appropriate

### **Personal skills and qualities needed:**

- Understanding of, and commitment to, the aims and principles of the Citizens Advice service and its equality and diversity policies
- Excellent communication skills
- Understanding the basics of coaching and motivating individuals
- Understanding the basics of money management, and of the skills and confidence required to manage money effectively
- Understanding the difference between personal budgeting support and financial capability sessions and debt advice
- Friendly and approachable
- Able to work as part of a team
- Respect for views, values and cultures that are different to their own, and an empathy with clients
- Understanding why confidentiality is important
- A positive attitude to self-development and assessment

### **Professional development**

- Identify and implement plans for own training and development needs.
- Keep up to date with personal finance topics, available training materials and other resources.
- Reflect on effectiveness of learning activities delivered and review training practice.
- Prepare for and attend supervision sessions / team meetings / staff meetings as appropriate.

### **Other duties and responsibilities**

- Uphold the aims and principles, values and behaviours of Citizens Advice Torbay and its equality and diversity policies.
- Establish and maintain effective and efficient administration systems for the delivery of the service e.
- Build relationships with key staff at DWP offices and Torbay Council as well as intermediaries such as private and social landlords
- Use IT for statistical recording, record keeping and document production

- Carry out administrative tasks related to the job
- Participate fully in the life of Citizens Advice Torbay, attending workers' meetings, internal planning events etc. as agreed with line manager.
- Support other Citizens Advice Torbay work as required (e.g. providing referrals for advice appointments where appropriate).
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Abide by data security and information assurance guidelines
- Carry out any other appropriate tasks requested by the line manager, to ensure the effective delivery and development of the service.

# Person Specification

## Essential

1. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
2. An awareness of the personal finance issues that affect adults at risk of financial exclusion.
3. Ability to sensitively empower and engage with adults who have had poor experiences of formal education.
4. A willingness to learn and develop and reflect on practice.
5. Excellent interpersonal skills, including the ability to relate to and work with people from diverse backgrounds
6. Effective written and oral communication skills and numeracy skills
7. Ability to monitor and maintain own standards, self-motivate and manage own workload and achievement of targets.
8. An ability and willingness to work as part of a team.
9. Ability to use IT applications to record statistics, produce documents and training materials and keep accurate project records.
10. A willingness to be flexible and to travel between offices to meet business need

## Desirable

1. Good basic understanding of Universal Credit and other welfare benefits
2. Understanding of the theory and principles of adult learning and development.
3. Experience of planning and developing learning activities.
4. Ability to collect, analyse and present project data.