

DEBT AND MONEY ADVICE VOLUNTEER (ONLINE) - ROLE DESCRIPTION

ACTIVITIES YOU ARE LIKELY TO BE INVOLVED IN:

Dealing with initial enquiries:

- Gathering information from online enquiries and entering clients on our case management system
- Researching the client's issues
- Identifying further relevant questions and gathering information from clients by phone.
- Adding and updating creditors information on our database.
- Helping with letters to creditors.
- Completing Charity and Trust Fund applications and other relevant applications online.
- Getting copies of Credit Reference files.
- Following up calls – supporting clients by e.g. following up on progress with creditors.
- Identifying non debt issues and signposting to other services internally and externally.
- Assisting the Debt Advice Specialist generally.

WHO WE ARE LOOKING FOR

- Someone who can empathise, relate to and talk to people from a range of different backgrounds and circumstances in a professional manner.
- Someone who is reliable and can commit their time to help other people on a regular basis.
- Someone with good written communication skills, this is essential for this role.
- Someone who is proficient and comfortable working with numbers.
- Someone who is a good listener and can gather information from people some of which may also involve gathering sensitive information.
- Someone who understands the need for confidentiality.
- Someone who can learn a new IT system and is willing to do training to learn.
- Someone who has a friendly and cheerful telephone manner.

Please note: you will need your own internet access at home as this role is home based.

We regret we are unable to provide computers/laptops but can assist with telephone access by providing a dedicated number/sim.

WHAT YOU WILL GAIN

We think the following are positives you will be able to take away from volunteering with us, but of course there may be other reasons that matter to you more:

- You will be making a difference to the lives of people who are in difficult situations and helping to improve their lives.
- You will gain new skills in money advice and debt management.
- An opportunity to be part of a friendly team who are committed to tackling disadvantage and ending inequality in Lambeth.

AMOUNT OF TIME YOU SHOULD EXPECT TO SPEND VOLUNTEERING.

To get the most of volunteering at the Centre we prefer you to be available for at least one full day (or two half days) a week for at least six months. It is unlikely that shorter placement will be appropriate. This role is home based and your contact with the Centre and with clients will be both online and over the telephone so you do not need to attend our office.

WHO YOU WILL BE WORKING WITH.

You will be working in a small team under the supervision of our Debt Specialist.

WHAT TRAINING IS PROVIDED.

No prior experience of debt or money advice is needed. You will receive an initial induction into the organisation followed by a hands-on training through involvement, under supervision, with live issues as appropriate to your level of development and ability.

Further learning will take place in the role as you encounter different types of cases and explore various advice strategies. You will be fully supported throughout. Please note, we are a busy advice service whose primary objective is to provide services to members of the public. We need committed people in order for us to make best use of the limited resources we have available.

APPLICATION PROCESS.

Applications should be made through the volunteer application form on the Brixton Advice Centre website: <https://brixtonadvice.org.uk/volunteering/>

SELECTION AND AVAILABILITY OF PLACES.

The selection process includes an application form and an online interview where appropriate. We regret that we cannot offer volunteering opportunities to everyone. We base our selection decisions initially on the extent to which you meet the criteria outlined above. Priority will be given to those who live, work, or study in the London Borough of Lambeth.

Please note that as you will be accessing confidential data you will be required to complete a Basic Disclosure check as part of our recruitment process. We also conduct identity checks

such as asking for copies of a passport or driving license and utility bill and reviewing these in an online meeting to make sure volunteers are who they say they are.

RIGHT TO WORK IN THE UK.

There are no right to work checks for this volunteering opportunity. However, you should satisfy yourself that your immigration status allows you to volunteer. In general, you will be allowed to volunteer if you have one (or more) of the following:

- British or Irish nationality
- EU/EEA nationality and Settled Status
- EU/EEA nationality and Pre-settled Status
- Refugee status or humanitarian protection
- (including those awaiting the outcome of an application or appeal)
- Indefinite Leave to Remain (ILR)
- A visa status that allows volunteering

You may be in breach of immigration conditions if you volunteer without one of these statuses. We recommend you seek immigration advice if you are at all unsure.

APPLY NOW

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