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**BREAKTHROUGH JOB DESCRIPTIONS AND PERSON SPECIFICATIONS**

**BBO Breakthrough Money Mentor**

**Introduction and purpose of the role**

Breakthrough is a joint ESF/National Lottery Community funded programme that intends to provide intensive support to beneficiaries to address the financial barriers they face to gaining and sustaining employment and taking a full and active role in their community. The programme will be delivered across Coventry and Warwickshire.

The role of the Money Mentor is to provide intensive support to beneficiaries to address financial barriers helping them to be better able to plan for the future, work towards gaining and sustaining employment and improving self-esteem and confidence to take a full and active role in their community.

**Job Description – Main Duties**

* Identify eligible participants targeting the unemployed and economically inactive members of the community and register them on the programme
* Ensure all relevant paperwork is completed and signed by the participant
* Ensure all necessary evidence of the participants eligibility to join the programme is copied
* Support participants to develop and personal action plan
* Support participants to engage with other organisations/partners who provide services to help them achieve their goals
* Provide on-going intensive support, review the participants progress and ensure any additional support needs are addressed / arranged
* Actively support, encourage and motivate people to adopt positive changes to their lives
* Ensure income maximisation through the take up of appropriate benefits
* Support participants to build their money management skills
* Support participants to manage debts where appropriate
* Negotiate with third parties where appropriate
* Keep accurate records of the activities covered with the participants as required by the programme funders and follow guidance in the Programme Procedures Manual
* Submit reports and statistics to Programme Support Officer
* Keep up to date with developments in financial capability work
* Keep updated on relevant legislation
* Attend relevant internal and external meetings as agreed with your line manager
* Prepare for and attend supervision meetings, annual appraisal and team meetings as appropriate
* Use IT for statistical recording , record keeping and document production
* Keep up to date with the programme’s policies and procedures
* Maintain close liaison with relevant external organisations
* Abide by health and safety guidelines and share responsibility for own safety and that of others
* To ensure that the aims, principles and policies of the Breakthrough programme and the wider Citizens Advice Bureau Service are upheld
* To demonstrate a personal and professional commitment to the “*Stand up for equality*” strategy, and the Citizens Advice Service definition of equality, “*Our common humanity makes us equal in worth, dignity and rights*”.
* To contribute to the programme’s sustainable development activities
* To perform any task, commensurate to the role as directed by the Programme Lead; to facilitate any identified developments required by the programme to ensure continuing capability and effectiveness

**Person Specification**

* Must be experienced in Financial Capability Work
* Must be experienced at working remotely over a wide area
* Excellent communication skills; confident in talking to individuals
* Experienced at delivering work with set targets / outcomes
* Experienced at working with vulnerable people
* Ability to empathise with the client group and respect different views
* Understanding why confidentiality is important
* A commitment and understanding of equal opportunities and sustainable development
* Ability to monitor and maintain own standards and to seek supervision and guidance where necessary
* Demonstrate an understanding of social trends and their implications for participants and service provision
* Flexible approach to work
* Understanding of the difference between financial capability work and debt advice
* Understanding the basics of money management and of the skills and confidence required to manage money effectively
* Knowledge of the welfare benefits system
* Effective writing skills with particular emphasis on recording case notes and form completion
* Ordered approach to work and ability and willingness to follow procedures
* An understanding of the issues involved in interviewing clients
* Numerate to the level required in the tasks
* Ability to prioritise work, meet deadlines and complete follow up work in a timely manner
* Ability to compile and submit reports
* Ability to use IT in the provision of advice, case recording and preparation of reports and submissions
* Flexibility about travelling to locations most accessible to the programme participants
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
* Flexibility and willingness to work as part of a team
* A positive approach to self-development and assessment
* The ability to work within the catchment area