

## Job Description

Position	Burmantofts Community Projects ( Money Buddies)
Salary	£7.83p/h
Period of Employment	6 months fixed term contract, subject to periodic reviews
Hours/Days Required	25 hours/ week over 4 days. Start time 8.45am end time 3.30pm. With 30 minutes for lunch. With additional 5 hours paid training/ volunteering. (Paid for 30 hours in total)
Placement Organisation	Money Buddies -Ebor Gardens Advice Centre, 93 Haslewood Drive Leeds, LS9 7PS
Responsible to	Placement Supervisor and PATH Project Officer
How to Apply	Email CV and supporting statement to <a href="mailto:step@pathyorkshire.co.uk">step@pathyorkshire.co.uk</a> and include an eligibility check form/ application declaration form downloadable from the Vacancies Page of our website, <a href="http://www.pathyorkshire.co.uk">www.pathyorkshire.co.uk</a> .  Role may be subject to DBS.

### About the Placement Organisation

Money Buddies is an established project based at Ebor Gardens Advice Centre, which are projects of Burmantofts Community Projects with the aim of supporting the people of Leeds in areas related to debt and money matters. Money Buddies has been awarded the Centre for Social Justice Award 2017 – Debt category. Ebor Gardens Beneficiaries are the people of Leeds who require help with debts, money matters and with Benefits application form completion by accessing the Benefit Buddy Service.

### Purpose of the Placement

This paid placement is funded through the STEPS programme and aims to support Leeds residents who are over 25 years old and long term unemployed (unemployed over 12 months and over) develop their confidence and work skills within diverse sectors with supportive employers within a 6 month fixed term period.

Participants will be working for 25 hours in the Money Buddy Support role. In addition they will be required to undertake 5 hours of personal development training which will include either volunteering within your paid placement or with another organisation or undertaking some training or courses. The additional 5 hours of personal development training is also paid, totalling the number of paid working hours to be 30 hours a week.

## Work Skills Development Opportunity

Money Buddy Support is an important role – Money Buddies are the primary contact for the vast majority of clients. Money Buddy Support provide a free face to face service in a private and confidential space delivering a service that depends on the clients' needs and circumstances in relation to debt, budgeting income maximisation and related money matters. Money Buddy support work at a number of locations throughout the city and report to the Money Buddy Team leader. Money Buddy Support input client data and support given onto the Advice Pro Platform, engage with clients and staff at centres to develop and promote the service.

To support clients and deliver a face to face service helping clients:

- (i) Access legal debt advice with a legally qualified debt advisor
- (ii) To support clients pre and or post debt advice:- completing budget planners for creditors, completing energy and water trust fund applications, income maximisation strategies including entitled to checks, help with using comparison websites for better energy deals, help clients switch providers, budgeting skills, report loan sharks
- (iii) Promoting the service at events and outreach centres
- (iv) Ensure the support provided meets Advice Quality Mark standards at all times- under supervision
- (v) Ensure case recording meets AQS standards–under supervision

## Personal Development

- **Further training** and experiences may be gained as appropriate.

# SELECTION CRITERIA

The ESSENTIAL CRITERIA are those criteria that you must meet in order for you to be considered or given a chance for an interview.

The DESIRABLE CRITERIA are not necessary for you to meet but if you indeed do so, they can be considered an advantage that you have over other applicants who also met the essential criteria.

**IMPORTANT: Use these selection criteria to guide your answers in the COMPETENCY STATEMENT section of the PATH Traineeship Application Form.**

<b>QUALIFICATIONS &amp; ATTAINMENTS</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
			Application & Interview
<b>SKILLS &amp; COMPETENCIES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Excellent listening and communication skills (both written and verbal)	✓		Application & Interview
Caring and compassionate approach to customer service	✓		Application & Interview
Proficient with Microsoft Office programmes, including Word, Excel, and Customer Relationship Management (CRM) databases	✓		Application & Interview
Customer Service skills	✓		Application & Interview
Adherence to policies and procedures including Data Protection	✓		Application & Interview
Ability to use the internet to carry out research	✓		Application & Interview
Basic IT skills	✓		Application & Interview
Good interpersonal skills	✓		Application & Interview
Good Numeracy and Literacy skills	✓		Application & Interview
Ability to promote the service at events and outreach centres	✓		Application & Interview
Ability to work within a team and refer to other team members when appropriate	✓		Application & Interview
Ability to input information accurately	✓		Application & Interview
<b>KNOWLEDGE &amp; EXPERIENCES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Experience of face to face customer service		✓	Application & Interview
<b>BEHAVIOURAL &amp; VALUES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Flexible to work in different locations within the Leeds area	✓		Application & Interview
Enthusiastic, Friendly and approachable	✓		Application & Interview
Become confident with the role during the period of placement	✓		Application & Interview
Willingness to abide by policies and procedures set by the EGAC and Path Yorkshire	✓		Application & Interview
Commitment to equal opportunities	✓		Application & Interview

## Disclaimer

- Your contract of employment will cease at the end of the 26 weeks
- Benefits may be affected as this placement will be classed as paid employment

## RISK ASSESSMENT OF THE TRAINING POSITION

### A. CLIENT GROUPS, the trainee will work with

- General Public       Factory Work       Other Agencies   
Children       People with learning difficulties       Clients in their own home resident or hostel

### B. PHYSICAL CONDITIONS:

#### 1. Work is conducted in the main

- Indoors       Outdoors       Sitting   
Standing       Walking       Office Accommodation

#### 2. The training will involve

- Lone Working       Working out on the Estate       Working underground   
Climbing       Working on the Counter       Working in Void Properties   
Bending       Manual Handling tasks       Working in confined spaces   
Stretching       Working at Heights       Contact with discarded needles   
Driving       Potentially working in a smoking environment   
Cash Handling       Use of Display Screen Equipment

### C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the traineeship.

Personal Protective Equipment	n/a
Protective Clothing	n/a
Type of Vehicle (other than car)	n/a
Other equipment used	n/a

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

**We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, work colleagues and others.**