**Job Description: Debt Coach**

**Contract**: Permanent

**Hours:**  30hours per week

**Holiday:** 25 days and bank holidays pro rata, per annum,

**Pay:**                               £26,000

**Line Manager:**  Financial Inclusion Lead

**Employer:** Food and Community Trust

**Usual place of work:** Food and Community Trust offices, with work at community centres/foodbanks, public appointments/meetings and home visits – some working from home by agreement.

**Purpose and Context of Role:** The purpose of this role is to increase the debt advice provision and capacity at Sheffield S6 Foodbank.  The role involves communicating debt advice provided by an external agencies; recruiting, training and supporting volunteers, communicating to external stakeholders and offering support in foodbank settings alongside a group of volunteers, under the guidance the financial inclusion lead.

**Time Commitment:** 30 hours per week normally to include Mondays.

**Responsible for:**

* To become trained and proficient in debt coaching (training and support provided).  So as to be part of a team offering a high-quality debt advice service.
* To handle budgeting plans and communicate a range of financial data to beneficiaries.
* To publicise the debt provision service in such a way that it is made available to the widest possible section of S6 Foodbank beneficiaries, removing barriers to access to this support and seeking to adapt in partnership with beneficiaries. This will also involve contributing to developing links with relevant referral agencies so as to provide a service working in conjunction with as many relevant agencies as early as possible. This role does not include taking responsibility for creating referral pathways but the successful candidate must be a team player in terms of developing links in line with the S6 Foodbank and Food and Community Trust Strategy.
* To visit beneficiaries in their own homes/FCT offices/public space and/or communicating by telephone to explain the service in a way that encourages and supports beneficiaries to take, and continue taking, steps towards become debt free.  Mobility is essential (to enable home visits) so having a car and full licence is a requirement of this post.
* To be part of a wider team that delivers the debt advice to the beneficiaries in line with processes and procedures including attending team meetings, case discussions, working with volunteers to increase signposting and any other management guidance.
* Where necessary, to accompany beneficiaries to court, job centres and other official appointments to provide appropriate support as required to their specific situation.
* With support from the Financial Inclusion lead and other team members manage your own caseload and operational tasks, such as monthly reports, reviews etc.  Updating our impact data reporting system as and when appropriate.
* To attend all conferences, training and other such events as requested.

**Other**

* This job description reflects the key responsibilities of the role, but these may vary over time according to the needs of the organisation, and you may be asked to undertake any task that is reasonable and in keeping with the role and your skills/experience.
* Under the employer’s Adult Safeguarding Policies, before any appointment is made you will need to disclose any previous convictions, complete an enhanced DBS check, provide references and satisfy the other requirements of the policy. Further details will be provided on request.
* As part of recruitment process it is likely you may be required to go through a recruitment process led by an external debt advice provider.

**Person Specification**

**Debt Coach**

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| **1. Attainments/Qualification**  |
| **Essential**  Good standard of general education.  High level of literacy and numeracy.      | **Desirable**    |
| **2. Skills**  |
| **Essential**   Excellent interpersonal, communication and written skills.       Ability to build rapport with clients, volunteers and other professionals.   Ability to evaluate situations and apply sound judgement.    Time management skills    Ability to motivate and inspire people to sign up for the debt work.    Emotional resilience to cope with stressful situations.    Good administration skills.    Good IT skills – confident using Microsoft Word and the Internet.     | **Desirable**      Logical, articulate approach to work.     |
| **3. Knowledge/Experience**   |
| **Essential**   Experience of working with people in a supportive /  caring context.         Experience of working both on own initiative and as part of a team          | **Desirable**      Experience of working with the poor and people in need across society.       Experience of multi-agency working.      Knowledge of current benefits system and recent changes.    |
| **4. Personal qualities**  |   |
|    Self-motivated and confident.    Team player.    Ability to work on own initiative.    Non-judgemental.    Open and friendly.  |            |