



CHAT Debt and Money Advisor Volunteer

Overview of role:

CHAT is primarily concerned with the prevention of homelessness and debt and money advice is an important part of that work. All Support and Advice provided is impartial, free of charge and confidential. You will be part of a team working with clients to assist with basic Debt and Money advice. This may include telephone, video and face to face advice sessions with clients who are sometimes facing many challenges.

We understand that sometimes situations change but due to the cost of training and the amount of time needed to be proficient at the role we ask for a minimum commitment of approximately 6 hours a week for a year.

We appreciate your flexibility and please remember all role descriptions are issued as a guideline, and we know it is not reflective of all our volunteers do. We work together as a team and at times you may not feel able to do what has been asked so please remember you are welcome to say no! We appreciate any suggestions you have for ways we can work better. Please speak to the volunteer coordinator if you have any questions, or if you would like to try another role within the team

Summary of duties:

- To provide quality debt advice and ongoing casework under the supervision of the senior debt and money advisors.
- Supporting and advising clients by producing and reviewing financial statements, exploring debt options and budget coaching as required.
- Communicating with creditors and advocating on the client's behalf
- Maintaining detailed, up to date and accurate case notes using CHAT's system.
- Guiding clients through the debt advice process in a professional manner and communicating complex information in a way which is easy to understand.
- Attending training and team meetings.

Skills, experiences and qualities required:

- Good listening, communication and interpersonal skills.
- Able to work with others as part of a team.
- Effective administrative skills, and basic IT skills (training provided)
- The ability to treat clients in a non- judgmental way.
- Good command of the English language.
- Acceptance and understanding of our vision and values.

CHAT started as a volunteer organisation and as a volunteer with CHAT you will be a valued part of the team.

- We offer the chance to be part of a team (consisting of paid staff and volunteers) who will facilitate your development with support and on-going training.
- You will have the opportunity to feed into our vision – your ideas and input will be valued.

- This role can be good work experience or a chance to learn a new skill after working in another environment
- All expenses are covered
- Full induction and training up to level 2 in generalist debt advice with Community Money Advice is provided, along with further training in the future.
- We plan social events and work in a supportive environment

Application process

- Complete the expression of interest form <https://chatmid.org/volunteering-with-chat-1/>
- CHAT will contact you for an initial discussion and go through this role description in more detail – do ask more questions
- Further information, including references and completion of a DBS check will be required.
- We will meet you in for an informal interview and if CHAT and you feel this role is right for you training and induction will begin.

Policy statements

We recognise the contribution that ex-offenders can make as employees and volunteers and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any cautions, convictions, reprimands and final warnings that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

For further information on filtering please refer to Nacro guidance and the DBS website.

CHAT is committed to valuing diversity and promoting equality. Our policy is to strive to ensure that no job applicant, employee or volunteer receives less favourable treatment than another on grounds of age, disability, ethnic origin, marital or parental status, political belief, religion, gender or sexual orientation.