



ADUR & WORTHING COUNCILS

Job Description

Authority:	ADC / WBC
Directorate:	Communities
Section:	Communities & Wellbeing Team
Post Title:	Money Coach
Post Number:	TBC
Accountable to:	Early Help & Neighbourhood Lead
Management responsibility for:	N/A
Authority to liaise with:	Internal / External
Meetings attended on a regular basis:	Partnership Meetings
Work style:	Flexible

Principal purpose of job (role summary)

To support residents to improve their financial and economic resilience.

Providing benefits, money guidance and casework to residents in need or who are unable to self-help, either because they do not have the personal capacity to do so or because of the nature of the issues.

Main duties, tasks and responsibilities of the post holder

1. Make initial contact with customers /new referrals through a combination of digital, telephone and face to face communication on a daily basis
2. To identify issues that may be affecting residents' ability to improve their financial resilience via our in-house Online Money Health Check
3. Assist customers in the completion of application forms for welfare support, including
 - Personal Independence Payment (PIP)
 - Attendance Allowance (AA)
 - Discretionary Housing Payments (DHP)
 - Housing benefits & Council Tax Support
 - Benefit & Budgeting Calculator
4. Assist customers to be better able to manage their finances and to ensure income maximisation, including identifying which benefits or financial support they may be entitled to and/or creating budget planners, payment plans etc.
5. To identify barriers that customers may face in accessing money guidance opportunities, and source solutions to those obstacles. Enabling and motivating customers to go on and self-help as much as possible, in order to improve their own financial circumstances.

6. Identify with the customer which level of financial advice is sufficient, and refer them to appropriate alternative services or for additional support, by liaising with internal & external services, as needed.
7. Assist in the assessment and award of Test and Trace Self Isolation support grants, in relation to the current Covid-19 situation, and in accordance with our local discretionary criteria (currently the scheme is due to run until 30.09.2021, subject to review by Central Government). This would include going through applicants income and expenditure in order to ascertain hardship, and to prepare decision notices accordingly.
8. To organise and prioritise own workload effectively, in order to meet key deadlines.
9. Undertake any training to maintain knowledge & understanding of the changing picture, including within the Council Tax & Housing Benefits departments.
10. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care, Data Protection and Equal Opportunities
11. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the Communities and Wellbeing department, as may be required from time to time
12. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity, which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
13. Promote the service and council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Line Manager: (print name)	Mel Shaw
Signature:	
Date:	
Executive Head of Service: (print name)	
Signature:	
Date:	