



Volunteer Money Mentor - Role Description

Role Purpose	To assist in the delivery and promotion of the Money Skills Service
Principal Responsibilities	To support the work of the Money Skills Service by raising awareness of the Money Skills Service, assisting participants during Money Skills workshops and supporting individuals with debt problems.

MAIN DUTIES

- To encourage a responsible attitude to money, including budgeting, saving and managing debt.
- To develop our customers confidence and build their personal financial skills and knowledge.
- To raise awareness and provide information to groups and individuals on money issues.
- To provide support to individuals to help them receive accreditation for their personal achievements.
- To assist in the collection of information as required by the Money Skills Development Workers for the Assessment and Qualifications Alliance Unit Award Scheme.
- To provide support to individuals who have debt problems and to help them implement actions outlined by our Money Advisor(s).
- To run 'taster' sessions for community groups, organisations as required.
- Any other duties consistent with the post as directed by the Money Skills Development Worker(s) or the Money Advice Development Officer.

REQUIRED COMPETENCIES

- Possess an understanding of and commitment to the aims, ethics and values of the Money Skills Service.
- To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect, taking full account of our valuing diversity policy.
- The ability to provide quality services that our customers want and need by working with customers and taking appropriate steps to meet their needs.
- To be willing to attend training and personal development courses as appropriate, and to be ready to share learning with others.
- Good interpersonal and communication skills.
- Good literacy and numeracy skills.
- Experience of participating in our Money Skills Workshops.
- The ability to empathise with those who have money worries.