Volunteer Role Profile

Volunteer Role	**Money Helper - Bournemouth**
Volunteer Manager	**Hub Lead**
Where you will be based	**Property/on-site**

Why we want you

Bournemouth Foodbank is driven by a vision of a fairer, hunger-free society where everyone has enough money to put food on their plate and a network of meaningful support. Our mission is to address the underlying causes of crisis, challenge injustice and bring communities together across our local area through compassionate and practical help.

As part of this mission, we are rolling out a comprehensive package of Financial Inclusion support, helping people to maximise their income, minimise their outgoings and deal with debt.

We need you! We are recruiting volunteers to help us deliver this project.

In this role you can make a real and lasting impact on people's lives, providing vital support to those in crisis in our community by alleviating financial strain and insecurity.

What you will be doing

- As an Income Maximisation Guider, you will be helping people maximise their available income and reduce financial worries. For example, by carrying out benefits and grants eligibility checks, and helping clients apply for additional income support where possible.
- As a Money Mentor, you will assist individuals in managing debts and enhancing their financial stability. You will support people in implementing debt solutions, working through the Community Money Advice (CMA) Hub to liaise with debt caseworkers. Debt advice is regulated and will be delivered to clients through the online CMA Hub; Money Mentors will facilitate this process, working with clients to upload necessary information and work through steps involved.
- Provide a warm and welcoming atmosphere to clients.
- Engage and build rapport with a variety of clients
- Work with clients to make a thorough analysis of their problems and concerns
- Help clients to create a budget plan, to which they feel able to commit
- Liaise with other organisations as appropriate; signpost or refer clients for additional support needed with debt, housing or family issues
- As an Income Maximisation Guider, work with clients through the process of applying for appropriate benefits and other financial support, and/or

assist clients in determining whether they may want to appeal a benefit decision
- As a Money Mentor, work with debt clients will support them as they work through the agreed debt solution plan, as advised by CMA Hub, and help them to respond to correspondence/calls concerning the plan
- Provide clients with the information and tools to enable them to make sound financial decisions in the future
- Keep accurate and up to date records of each client meeting using an online client management system
- Look out for issues that are common or unfair, and write a short report about the problem
- Operate within the code of practice, policies and procedures of the service
- Undertake appropriate training and attend team meetings

The skills you need

- Empathetic and a good listener
- Non-judgmental – respecting views, values and cultures that are different to your own
- Able to relate to a wide range of people
- Good communication skills both verbal and written
- To be able to understand information and explain it to others
- A reasonable level of maths and IT skills - happy to work with numbers and technology!
- Willing to undertake training and learn new skills
- Understand the importance of confidentiality and data protection
- Appreciate the importance of working within policies, principles and procedures
- Be honest and act with integrity
- Able to stay objective and avoid becoming personally involved
- Be a team player

What's in it for you

- Full training
- Learn about a range of areas such as benefits, employment and housing, and how problems in these areas can affect clients
- Build on valuable skills such as communication, listening and problem solving, and increase your employability
- Work with a diverse range of people, independently and in a team
- Meet new people and make new friends
- Make a real, positive difference in people’s lives