

# Emmaus Transformation Trust

## Role Description

Role Title:	Money and Debt Advice Manager
Office Location:	The Lighthouse, 8-10 High Street, Woking
Days and Hours of Work:	16 hours per week. Hours spread over days agreed with Line Manager
Reporting to:	Head of Social Transformation
Salary	£11,950 (£28,000 full time equivalent)

### Role Overview

Emmaus Transformation Trust is a charity which exists to help people who find themselves in need of support through a variety of life circumstances. We provide this support through a range of different projects which are based in buildings called Lighthouses. Our website, [www.lighthousewoking.org](http://www.lighthousewoking.org) provides details of the 20+ projects which operate at our Lighthouses.

One project is our Community Money Advice Centre (CMA Centre) which helps people manage their finances and avoid or get free from debt. This project is overseen by the Money and Debt Advice Manager.

### Role Responsibilities

The key responsibilities of the role are to:

1. Manage the day-to-day functioning of our CMA Centre.
2. Recruit, support and supervise a team of trained CMA volunteers and staff to provide financial advice and debt counselling to clients who are in debt or need budgeting advice.
3. Develop and sustain strategic links with statutory and voluntary agencies (e.g. Citizens Advice, Council Housing, social welfare teams, children's centres, children and adult social care, age UK, Rethink etc).
4. Work as a debt advisor.
5. Keep abreast of current legislation, welfare reforms and local information ensuring that information is appropriately disseminated to the CMA Team.
6. Conduct training including soft skills (e.g. listening skills) and technical skills (e.g. budgeting support) for the CMA team.
7. Set up small group gatherings to discuss debt and share debt experiences.
8. Provide regular reports and statistics to the Lighthouse Centre Manager.

<b>The Individual – skills, experience, attitudes</b>
<ul style="list-style-type: none"><li>• Organised, with excellent attention to detail.</li><li>• Effective at delegating tasks and directing volunteers and staff.</li><li>• Competence in managing and utilising the IT and software for this project.</li><li>• Strong communication skills and networking ability.</li><li>• Ability to hold a variety of responsibilities at the same time, and to prioritise effectively.</li><li>• Empathy with and ability to model The Lighthouse values, which include compassion, dignity, acceptance, and a love for all.</li></ul>