

Job Description

Job Title	Money Advisor
Team	Direct Support Services
Responsible to	Service Manager
Line Manager	Team Leader
Salary	£25,290 to £33,767
Contract	35 hours per week. Fixed-term 1-year contract with continuation subject to further funding. We are open to flexible working.
Location	Hybrid, with travel across delivery areas in Scotland and a requirement to attend meetings in our Edinburgh office.

Job Purpose

This is a new role in our place-based Whole Family Support Fund programme, a partnership between Mindroom, the Innovation Unit and the Scottish Government.

The Money Advisor is a specialist role within Mindroom's Direct Support Services team. The postholder will provide confidential, one-to-one money advice to parents and carers of neurodivergent children and young people, helping families to maximise their income, access the benefits and funding they are entitled to, and build lasting financial resilience. The postholder will have the opportunity to establish and develop a new service.

The post has national coverage, delivering advice remotely and occasionally in person across the programme's delivery areas. The postholder will work closely with the Family Advice team so that money advice forms part of each family's wider support plan, and will use a non-judgemental, trauma-informed approach in all their work.

Many families raising a neurodivergent child face reduced employment, additional costs and pressure on household income. This role helps families understand their entitlements, secure available financial support, and feel more confident managing money.

Money Advice Duties

The postholder will maintain a personal caseload, providing:

- Confidential, one-to-one money advice to parents and carers, including benefit entitlements, carers' benefits, Self-Directed Support, the Independent Living Fund, and debt management.

- Practical support to claim benefits and grants, including benefit checks, help completing application forms and preparation for assessments.
- Support to families through benefit reviews, reconsiderations and appeals, including representation where appropriate.
- Warm introductions to specialist financial, debt and legal organisations where families need support beyond the scope of the role.
- Advice delivered flexibly across the delivery areas.
- Money-themed workshops and information sessions for families, delivered as part of the programme's peer support and group activity.
- Accurate and timely casework records, maintained in accordance with Mindroom's policies and procedures, including confidentiality and data protection, with financial gains for families evidenced and recorded.
- Work closely with the Service Manager to track and report on activities and outcomes.

Programme and Partnership Working

Working with the Team Leader and the wider programme team, the postholder will:

- Work alongside the hub delivery teams to ensure families move smoothly between money advice and other strands of support.
- Work with the hub teams to ensure money advice is offered consistently across all delivery areas.
- Build and maintain relationships with local advice services in each delivery area, including national advice charities, Citizens Advice, local authority welfare rights teams and credit unions.
- Contribute to tracking programme activity, outputs and outcomes, including financial outcomes for families, and to interim and final reporting to funders.
- Keep up to date with changes to the UK and Scottish social security systems and share relevant updates with colleagues.
- Contribute to the production of accessible, evidence-based resources on financial entitlements for families and professionals.
- Contribute to identifying trends in the financial pressures families face, informing Mindroom's policy and influencing work.
- Represent Mindroom at relevant forums, networks and partnership events.

Wider Organisational Responsibilities

- Work closely with the project team to ensure enquiries are responded to appropriately, and the service remains efficient and responsive to families' needs.
- Provide mentorship and support to volunteers and students on placement, as required.
- Collaborate with partner agencies and charities to explore and develop working partnerships.
- Contribute to consultations that may influence statutory organisations as they formulate policy and practice.
- Participate in Continuous Personal Development in relevant areas to promote growth and confidence within the role.
- Bring flexibility and adaptability to a developing team, embracing evolving processes and ways of working to deliver the best possible service to families.

- Work independently and on own initiative, while knowing when to seek support from a line manager or colleagues.
- Carry out other appropriate duties as required.

Additional Information

The salary range for this post is £25,290 to £33,767. We offer 27 days' annual leave, plus 8 public holidays. This role is offered as a fixed-term 1-year contract, with extension subject to further funding. The role is full-time, 35 hours per week. We are open to flexible working arrangements.

The charity operates a contributory pension scheme, with an employer contribution currently at 5%. The charity provides a mileage allowance for use of your own car. We have a confidential conversations service in place for all staff, currently provided by Crossreach. A TOIL policy covers out-of-hours work. As a new employee, you will need to complete a 3-month probationary period successfully. Flexible working is available.

This role requires PVG registration, and the successful applicant will be expected to comply with Mindroom's policies and procedures, including confidentiality and data protection.

This post involves hybrid working, with a combination of home-based working, attendance at the Edinburgh office when required, and occasional travel across the programme's delivery areas to support parents and carers in person, deliver workshops and attend partnership meetings.

Person Specification

Criteria	Essential	Desirable
Education and qualifications		
Educated to SCQF Level 6 or 7 in a relevant field, or significant equivalent skills and experience in money, benefits or welfare rights advice.	✓	
A recognised money advice or welfare rights qualification, or training aligned with the Scottish National Standards for Information and Advice Provision.		✓
Money advice experience		
Experience of providing money, benefits, or welfare rights advice.	✓	
Experience of supporting people to claim welfare benefits entitlement, including disability and carer benefits.	✓	
Experience of supporting people to manage debt.		✓
Delivery and caseload		

Criteria	Essential	Desirable
Ability to manage a personal caseload across multiple areas, providing personalised support for each person while delivering a high-quality service.	✓	
Experience of delivering advice both remotely and in person, and of developing and facilitating workshops or group sessions.		✓
Knowledge		
A strong working knowledge of the UK and Scottish social security systems, including disability and carer benefits.	✓	
A good understanding of the money advice sector and related services.	✓	
Knowledge of Self-Directed Support and the Independent Living Fund.	✓	
Working with families and colleagues		
Ability to build effective and professional relationships with colleagues and external stakeholders.	✓	
Knowledge and understanding of neurodiversity, neurodivergence and neurodevelopmental conditions, and of trauma-informed practice.		✓
Communication and technical skills		
Ability to explain complex financial information clearly and in plain language, with excellent communication and interpersonal skills.	✓	
Familiarity with using a database to record casework and programme activity, strong IT skills, and experience of working with confidential personal data.	✓	
Other requirements		
Able to travel independently, including locations where public transport is limited or infrequent.	✓	

