

<b>ROLE TITLE:</b>	Financial Confidence Support Volunteer - Financial Self Efficacy Project
<b>REPORTING TO:</b>	Finance Capability Officer
<b>LOCATION:</b>	Refuge/Head Office
<b>HOURS:</b>	By arrangement / Flexible as required

## WHO WE ARE AND WHAT WE DO

Set up in 1973, The Haven Wolverhampton is a charitable organisation which provides both practical and emotional support services to women and children who are affected by domestic violence and homelessness. The Haven Wolverhampton is one of the largest independent charities providing refuge accommodation in the UK.

## FINANCIAL SELF EFFICACY PROJECT

Financial capability and confidence with finances are key to sustaining and looking after a new home. The Financial Self Efficacy Project aims to help women improve their financial and practical skills by helping them achieve economic well-being and assist in sustaining independent living for the future.

The Haven is accredited with the Advice UK Quality Standard.

## ROLE DESCRIPTION

Purpose:

- you will support the Financial Capability Officer with workshops and group sessions to help women develop financial confidence, provide support with practical and budgeting skills, and give advice to help sustain independent living in the future.

The aims are:

- to improve financial and practical skills and develop confidence of clients
- to reduce current client debts
- to assist with creating household budgets
- to secure and maintain tenancies

Tasks:

- Support with workshops and group sessions.
- Assist with referrals to the project.
- Assist with money/debt advice via telephone or face to face.
- Help to reduce current debts and create household budgets.
- Liaise with Creditors/Third parties.
- Help with letter writing/making agreements.
- Assist with 'Move On', supporting and advising on welfare benefits.

#### Skills and Experience:

- Professional qualification in financial and/or debt advice (preferred)
- Financial/debt advice skills and experience.
- Negotiating skills.
- Understanding of Data Protection.
- Ability to adhere to Policies and Procedures.
- Experience using Microsoft Office including Word and Excel.
- Understanding and experience of confidentiality.
- Ability to work within a team and to own initiative.
- Good communication skills.
- Excellent time keeping.
- Demonstrable organisational skills.

#### Personal Qualities Required:

- Friendly and approachable.
- Flexibility to work to the needs of The Haven Wolverhampton in supporting workshops and group sessions.

#### **BENEFITS TO YOU**

You should join our team if you have an interest in working with The Haven Wolverhampton and possess a commitment to working with and for women and children.

#### The role offers:

- an opportunity to develop your financial/debt advice skills under The Haven's Financial Capability Service
- training & induction
- Certificate of achievements
- reference letter upon completion of volunteering
- work experience to add to your CV
- access to guided support from The Haven team
- become part of an established Volunteer Service which enables volunteer pathways to progressing in education, training or paid work.

#### **APPLICATION INFORMATION**

- Please apply using the application form on our website or contact:  
[avril.simpson@havenrefuge.org.uk](mailto:avril.simpson@havenrefuge.org.uk)
- All applicants will be reference and Disclosure and Barring Service checked.
- Due to the nature of our work, Schedule 9 (1) of the Equality Act 2010 applies, therefore applications from women only will be considered.