

AGE UK SOLIHULL
JOB DESCRIPTION
21 hours per week
Fixed Term until 30th September 2026
£26,869.00 pro rata per annum
Actual £16,121.40

JOB TITLE: Community Advice Hub - Debt Advisor

LOCATION: The main base for the purpose of travel and expenses, is The Core, Solihull B91 3RG. There will be a requirement to work from any Community Advice Hub, Age UK Solihull Office or home without notice in line with the needs of the organisation now and in the future. The post requires travel across the borough of Solihull and to Tribunals as required.

RESPONSIBLE TO: Hubs Manager

RESPONSIBLE FOR: No line management responsibilities

JOB PURPOSE: To provide debt advice and casework as part of our money advice team, ensuring residents are enabled to gain support with their debt and money issues.

To promote health and wellbeing, through the provision of prevention, early intervention and crisis support leading to improved outcomes for individuals and communities.

To support the development of the Community Advice Hubs, ensuring compliance with the Care Act 2014.

DUTIES:

1. To provide a full Debt Advice and Casework service to Solihull residents.
2. To comply with all applicable legislation including FCA Authorisation.
3. To provide support to residents of Solihull to ensure they are enabled to access all services they need to remain independent, safe, healthy and active members of their local communities.

4. Communicate and refer to partner agencies, working across the sectors and ensuring referral pathways are strong, relevant and appropriate, coordinating and monitoring referrals for those most in need and deemed most vulnerable.
5. To maintain up to date knowledge including case law and legislation relating to the specialism.
6. Provide ad-hoc support to residents and Hub Advisors as required and in response to customer need.
7. To support the development of systems required to implement the Community Advice Hubs, including identification of improvements in efficiency and service delivery.
8. To proactively promote the Community Advice Hubs to existing and new partner organisations, and to residents themselves.
9. Contribute to and support the development of a reference tool of referral pathways, which include the services provided by partner agencies and local and national information tools, keeping the information updated on a regular basis.
10. To maintain databases and comply with monitoring and reporting requirements.
11. Ensure that gaps in service and unresolved operational difficulties are reported to the Hubs Manager.
12. To work as part of the wider Hubs team, take a flexible approach, and be led by demand across all parts of the service and wider organisation.
13. To attend any training or meetings deemed necessary.
14. To undertake any other duties that may be required.

Additional Notes

All staff are expected to work flexibly in terms of location and to undertake any role within the Community Advice Hub/Information and Advice Services Team as required.

All staff have a particular responsibility for ensuring that Safeguarding Adults legislation and guidelines are adhered to, that the well-being of at risk individuals is promoted and that at risk individuals are aware of their right to protection from all forms of abuse.

This post is subject to a satisfactory DBS Check and references.

All staff have an individual responsibility to comply with Age UK Solihull's Policy and Practice on Health and Safety Matters.

All staff are expected to support the fundraising activities of Age UK Solihull.