

QSA JOB PACK

Made of Money development worker



Who is Quaker Social Action?

Quaker Social Action (QSA) is a charity and a limited company, founded in 1867, which addresses poverty and social exclusion. We are based in Bethnal Green. We support 3,000 people each year directly, as well as reaching hundreds more each year through our campaigning activities and through the training we offer to professionals across the UK.

Our award-winning projects meet practical needs:

- **Finances – Made of Money** offers a creative and reflective approach to financial education, with a longstanding focus on families. A national training programme shares our approach with professionals across the UK. The team also runs a locally focused training project called **Moneytalk Camden North**.
- **Funerals – Down to Earth** practically supports people on low incomes struggling with funeral costs - this work inspired us to run the **Fair Funerals** campaign.
- **Fulfilment – This Way Up** offers coaching and mindfulness to people on low incomes wanting to move on from a difficult experience and build up resilience for a more positive future.
- **Furniture – Homestore** sells affordable, donated furniture to people on low incomes in east London.
- **Foundations – Move On Up** is a supported housing project for young adult carers, aged 18-25.

We are not a religious charity but Quaker values of equality, simplicity and compassion sit at the heart of our work.

What is Made of Money?

Made of Money is a project that QSA has delivered since 2005. It has won numerous awards for its work, from Charities Aid Foundation, the Centre for Social Justice and NIACE. The project has been externally evaluated on a number of occasions and cited as a model of innovative practice within All Party Parliamentary Groups and the Money Advice Service.

The work of the project has two elements, both of which inform the other; we support families on low incomes in London to feel more confident about managing their money and communicating about it within their family and we train other professionals from across the UK to put our methods into practice within their own communities.

We make the subject of money management fun; we facilitate rather than teach; we run our sessions over a number of weeks where the learning can sink in and the group can gel; we talk about the pressures of consumerism and support families to reflect on the nature of our materialistic culture and the steps that could be taken to counteract that; and we emphasise the importance of communication and shared values within the family.

As with all the services we deliver at QSA, we need to know it makes a difference and the evidence we collect from Made of Money is compelling. On a practical level, 93% of the people we support report they feel more in control of their finances, with 93% saying they are now better off and 16% telling us that they are over £20 a week better off.

We also know that the work we do impacts upon wellbeing and the family unit too, with 94% of people feeling less stressed and 94% also reporting that their conversations around money as a family have improved.

What next for Made of Money?

The success of Made of Money's work has generated a number of sub-projects and separate projects, including some work based in different localities, such as Haringey, Bournemouth and currently Camden. We have also developed work targeted at specific groups of people, such as people with learning disabilities, women leaving domestic violence, and young people. Much of this has been achieved via very positive partnerships with a range of both local and nationwide organisations that include Groundwork UK, Lemos & Crane and The Scottish Book Trust.

We are now planning to diversify the project, expanding the way we train other professionals and undertaking an exciting new venture in the direct services we offer.

We've trained over 1,000 professionals from 500 organisations and the evidence shows it is both highly regarded and has a long lasting impact. However, we feel that the training doesn't do justice to the totality of our expertise and we're keen to diversify what we offer and how we offer it, stretching ourselves with both form and content.

As a result, we are now looking to trial a new way of supporting parents of children aged 7-11, offering them a more comprehensive support service, using one-to-one coaching, group sessions and some digital nudges, to assist them to increase the financial capability of their children.

What is the role of the Made of Money development worker?

We are looking to recruit two new development workers for the period up to February 2019. The majority of their time will be dedicated to the delivery of this pilot, which we expect to run across Islington. A smaller amount of time will be spent on the professional training side of the project, sharing our knowledge with a range of other practitioners across the UK.

We are looking for two new colleagues who are keen to learn, eager to stretch themselves, and excited about contributing to one of QSA's flagship projects as it continues to evolve.

What is it like to work for QSA within the Made of Money team?

The different teams at QSA undertake very different tasks but there is a strong sense of collaboration and of celebrating the successes of other teams with gusto and goodwill. Our staff are enthusiastic and engaged with what they do and there is an openness and a solid commitment to social justice that is visible across the organisation. As a small organisation, everyone has to work hard, and each person has their role to play.

Within Made of Money, the team are out and about a lot, so the project runs on trust and on the willingness of each person there to grasp the available opportunities to listen, learn and share with colleagues.

This is a role – and an organisation – that will suit someone who is looking for a close-knit and supportive working environment, who understands the need to be flexible and sometimes all-hands-on-deck, and has the ambition to be part of a team with a reputation for delivering work of the very highest standard.

Delivery to beneficiaries within London

1. To work with colleagues on piloting a new way of **delivering** Made of Money, building new partnerships within the voluntary and statutory sector within Islington, including active promotion to local groups and organisations.
2. To **recruit** and support individuals – mostly parents of children aged 7-11 – to participate in the pilots, and to liaise with colleagues regarding the marketing of our offer.
3. To provide **financial coaching** to participating parents, enabling them to define their unique financial aspirations and identify the particular challenges they face, and work with them towards building an achievable plan for making progress.
4. To **facilitate sessions** where parents can air financial issues of common concern and share experiences and expertise.
5. To **deliver financial education content** within these sessions to include useful input on the practicalities of sound financial management; understanding your finances, budgeting, planning for the future, consumerism, credit, debt, etc.
6. To ensure that content and delivery remains fresh, working with colleagues to ensure that the project builds on **latest research, knowledge and technology**.
7. To ensure **referral relations** are in place with other local services in order that people can be signposted towards appropriate specialist support, such as debt management or welfare benefit concerns.
8. To ensure due attention to **risk**; working within, and contributing to, the safe management of safeguarding issues arising from the work and abiding by all risk assessments pertinent to the project.
9. To **reflect and develop** on the learning coming out of the delivery; recording a learning log to reflect on practice and working alongside colleagues to ensure that learning gets fed back into the project.
10. To expect **scrutiny** of the project, as a pilot, as we work closely with its funders, the Money Advice Service, to establish the effectiveness of the model we are piloting.
11. To work alongside colleagues with the **external evaluators** for the project, ensuring they are provided with the appropriate data to assess whether this intervention has an impact on the financial capability of parents and their children.

Delivery of training to professionals across the UK

1. To **deliver training** to professionals, based on the knowledge gained within the direct delivery work, encouraging them to confidently use our methods and materials in their own work.
2. To work with colleagues on diversifying the **content** of the training, to ensure coverage of a wider range of subjects that sit within our current expertise.
3. To **promote** our training to organisations across the UK, who are looking to enhance their impact by offering financial capability support to the people they work with.
4. To contribute to the **marketing** of the training to professionals, identifying the positive experience of previous learners who have gone on to use the learning within their own communities, and ensuring the marketing is informed by learner feedback regarding the price of the training, the logistics of the sessions, etc.
5. To ensure the **relevance** of the training; keeping up to date with national trends and emerging research around the financial capability sector to ensure that we maintain an authoritative and knowledgeable voice.
6. To support the **Made of Money alumni**; working alongside colleagues to support the growing number of professionals who have undertaken the course over time; offering them advice, updates, and further professional development opportunities.
7. To **reflect and develop** on the learning coming out of the training; recording a learning log from the sessions to reflect on practice in order to make appropriate changes to improve the effectiveness of our training offer.

General requirements

1. To participate in **forward planning**, for Made of Money and for QSA as a whole.
2. To be responsible for **personal workload management**.
3. To engage with **impact** measurement for the project, ensuring quantitative and qualitative evidence is collected and collated.
4. To work within the **policies** and procedures of QSA.
5. To receive **line management**, supervision and appraisal from the Made of Money manager
6. Any other **duties**, as appropriate to the role, as agreed by the QSA director.

N.B. Please note, the successful candidate will be required to obtain a satisfactory DBS check.

Experience

1. Experience of supporting people to engage with subjects that may be difficult to discuss, requiring tact, sensitivity and empathy.
2. Experience of running groups, setting up the sessions to facilitate discussions between group members and engendering trust, engagement with the issue and clear learning outcomes for all.
3. Experience of facilitating training in a manner that is both professional and stimulating, respecting the existing skills of the learners, while bringing new ways of thinking to the table.
4. Specific experience of supporting people to discuss money issues, enabling them to feel more confident in making positive financial decisions going forward, is highly desirable.
5. Experience of offering one to one coaching or support sessions is highly desirable.

Skills & abilities

1. Excellent interpersonal skills and a deep and demonstrable empathy with people struggling on a low income.
2. Ability to support people with a real can-do and solutions focussed approach.
3. Ability to manage own workload, balancing multiple priorities.
4. Ability to input creatively into the ongoing design and development of the project, particularly with regard to the creation of learning resources for beneficiaries and for the practitioners we train

Knowledge

1. An understanding of how financial education can support low income households.
2. An understanding of how financial capability is of particular concern to parents is highly desirable.
3. A broad understanding of the welfare benefits regime and the challenges of low paid employment is highly desirable.

Values:

1. Commitment to issues of inclusion, equality and diversity in the workplace and when providing a service to the public.
2. A willingness to work within a Quaker ethos, as clarified by the vision and mission of QSA:

QSA's **vision** is:

"We want a just world, where people put people first".

We fulfil this through our **mission**:

"To enable people on low incomes in east London, and beyond, to seek solutions to the issues affecting their lives.

To do this we will listen to and respond to the needs of the community, by running practical, sustainable and collaborative projects. We will share our work with others when it is clear that it has the potential to bring benefits to communities outside of our own".

Main terms and conditions of employment

1. QSA uses the local government pay scales for salaries. The salary is NJC scale point 27-30, which, inclusive of London weighting, starts at **£27,647**. All appointments are made at bottom of scale.
2. This is a full-time post of **36** hours per week.
3. This is a **fixed term** post, running from November 2017 to February 2019.
4. The holiday entitlement is **33** days per year, comprising of 25 days of annual leave, plus 8 bank holidays.
5. Evening and weekend work is possible. Early morning starts are required for workshops beginning at the start of the working day and travel across the UK is to be expected.
6. The notice period is one week during the six month probationary period and one month on its completion.
7. There is a union recognition agreement in place in QSA with Unite.
8. Benefits include a 6% non-contributory pension plan, interest free season ticket loan, access to childcare vouchers, a bike to work scheme and an employee assistance programme.

How to apply

If you have any questions, please call 020 8983 5030 and ask to speak to our director, Judith Moran.

If you decide to apply, please send the following two documents to info@qsa.org.uk:

1. A copy of your **CV**, highlighting the **experience you have that is most relevant to this role**
2. A supporting statement, of no more than **3 sides of A4**, outlining how you meet our **person specification**

We also invite you to complete our equality and diversity monitoring form:

<https://www.surveymonkey.co.uk/r/2GT67V3>

Key dates

- Closing date is **5.00pm on Thursday 14 September 2017**.
- We will contact shortlisted candidates only by the end of **Monday 18 September 2017**.
- Interviews will be held on **Monday 25 and Tuesday 26 September 2017**.
- We are looking for the new roles to start in **November 2017**.

Thank you for your interest. We look forward to your application.