



<b>Job title</b>	Debt Advisor [NHS Advice]	<b>Location</b>	Various – to be specified depending on team
<b>Directorate/ Team</b>	Advice Services - Debt	<b>Length of contract</b>	FTC 12 Months
<b>Outreach Work Required</b>	Yes – NHS Hospital Locations across London	<b>Safeguarding level</b>	Enhanced
<b>Reporting to</b>	Advice Manager	<b>Direct reports</b>	None
<b>Working Hours</b>	35 hours per week	<b>Working Pattern</b>	Office and Outreach Locations 5 days per week

### About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.



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### Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of 15 partner charities—including local Citizens Advice Bureaus and law centres—where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

### Team background

The Debt Advice Team at Toynbee Hall provides essential support to individuals and families struggling with financial burdens. Funded by a diverse range of sources including the Money and Pensions Service (MaPS), NHS, and other partners, we deliver expert guidance and practical solutions to help clients manage and reduce their debt. Our team operates through a network of face-to-face locations including advice centres and NHS sites, ensuring accessibility for all.

In addition to in-person advice, we leverage technology to reach clients who may not be able to access traditional services. We provide video advice to people in prison, those receiving employment support in job centres, and other remote clients. Our advisors are trained to navigate complex financial situations, offering tailored advice that empowers clients to regain control of their finances. Our work is vital in fostering financial resilience within the community, ensuring that individuals have the tools they need to achieve long-term financial stability.

By integrating direct support with strategic partnerships, the Debt Advice Team at Toynbee Hall not only addresses immediate financial challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across diverse demographics.



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### How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

### Job purpose

To deliver tailored debt advice and money coaching sessions to NHS staff through various channels, including face-to-face, video, and telephone. This role involves conducting financial capability workshops, supporting clients in managing their finances effectively, and maintaining detailed case records.

### Scope of role

The advisor will empower NHS staff to achieve financial stability and resilience by providing high-quality, comprehensive debt advice. The Debt Advisor [NHS Advice] will be responsible for:

- Delivering one-on-one debt advice and money coaching sessions.
- Conducting financial capability workshops at NHS sites across London.
- Providing advice through multiple channels, including face-to-face, video, and telephone.
- Maintaining accurate and detailed case records to ensure compliance with auditing and quality standards.
- Working collaboratively with NHS staff and other stakeholders to enhance financial resilience within the NHS community.
- Referring complex cases to senior advisors or the Quality Assurance Team as needed.
- Travelling across various NHS locations in London to deliver outreach services.

### Key working relationships

- **NHS Staff:** Directly interact to provide tailored financial advice and support.
- **Advice Manager:** Regularly report on progress, challenges, and outcomes, and receive guidance and support.
- **Debt Advice Team:** Collaborate with team members to share best practices, resources, and support.
- **Quality Assurance Team:** Work closely to review cases, receive assessments, and implement recommended training for continued professional development (CPD).
- **Funders and Auditors:** Ensure compliance with the requirements of funders and maintain standards for auditing purposes.



## Key Responsibilities

### 1. Accurate, effective and individually tailored advice

- Provide tailored debt and money coaching advice through various channels including face-to-face, video, and telephone sessions.
- Interviewing those that access the service using sensitive listening and questioning skills to allow them to explain their problem(s) and empower them to set their own priorities.
- Researching and exploring options and implications so that those accessing our service can make informed decisions.
- Ensuring income maximisation through the appropriate take up of income, including those relating to water charges benefits tax and housing.
- Providing in-depth quality advice and on-gong casework, including acting for the client where necessary using appropriate communication skills and channels.
- Deliver financial capability workshops at various NHS sites, promoting financial resilience and wellbeing.

### 2. Detailed case records

- Maintaining detailed case records, ensuring that all work meets all auditing and quality standards and the requirements of the funder.
- Ensuring all case records are written up in a timely manner.
- Monitor and report on client engagement and outcomes from advice sessions.

### 3. Up-to-date training

- Completing a minimum of 16 hours of technical CPD accredited training or qualifying activity.
- Maintaining an up-to-date record of all training sessions.

### 4. Teamwork and Collaboration

- Work to an agreed work-plan, meeting targets and milestones, whilst prioritising and managing your own workload.
- Be an active member of the team, identifying opportunities for your own development, and demonstrating financial efficiency and value for money throughout your work.
- Compliance with Toynbee Hall policies and procedures, including health and safety.

### 5. Other

- Travel across London as required, and occasionally the UK
- Undertake additional tasks as delegated by DFA Management



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## Person Specification

The successful candidate will demonstrate:

### Essential Criteria:

#### 1. Experience and Skills:

- Experience of conduct financial capability workshops and group sessions.
- Experience in delivering advice via multiple channels including face-to-face, video, WhatsApp, and telephone.
- Experience of delivering FCA regulated debt advice.
- Hold a minimum of a Level 3 certification in debt advice
- Proficiency in IT and telephone skills, with the ability to use an online-based Client Management System (CMS).
- High standard of numeracy and computer skills, specifically with Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook, MS Project).

#### 2. Communication and Interpersonal Skills:

- Excellent written and verbal communication skills.
- Outstanding interpersonal skills with the ability to build rapport with clients.
- Ability to handle sensitive information confidentially and with discretion.
- Competence in giving and receiving feedback objectively and sensitively.

#### 3. Personal Attributes:

- High level of professionalism and integrity.
- Ability to work independently and proactively without supervision.
- Capacity to remain calm and effective under pressure, adopting a “find a solution, no blame” attitude.
- Open-minded, inclusive, and collaborative approach, seeking fresh and alternative perspectives.
- Commitment to empowering others by sharing knowledge and enabling action.

#### 4. Commitment:

- Strong alignment with Toynbee Hall’s mission, strategy, and values.
- Willingness to participate in training and develop further understanding in areas such as safeguarding.

### Desirable Criteria:

#### 1. Experience and Skills:

- Two years experience of delivering FCA regulated debt advice
- Hold a Certificate in Money Advice Practice (CertMAP) from the IMA in partnership with Staffordshire University