



# Mentor

## The Wise Group

**The Wise Group is on a mission to transform people's lives.**

- The Wise Group is a leading social enterprise working to lift people out of poverty. As an enterprise, we build bridges to opportunity for the most vulnerable in our society.
- Every day we support our customers into jobs, work to lift people out of fuel poverty, and help people coming out of prison to build a better future. Our work is varied and underlying everything we do is a passion and commitment for social justice and a fairer society for all.
- We know how important it is to nurture a positive culture that is focused on the delivery of high quality, continually improving and compassionate support.
- Shaping a positive culture and promoting our values is a vital aspect of this role. Our values being:
  1. We go the distance, so our colleagues and customers reach a positive and sustainable future.
  2. We are ambitious to make a real difference every day; socially, financially, and culturally.
  3. We hurdle boundaries and innovate.
  4. We thrive through collaboration, kindness and learning together.
  5. We celebrate and respect individual difference.

## The Role

You will be working with people in prison and people on probation as part of our Ministry of Justice contract delivering Finance, Benefit & Debt services across the North-West of England.

As a Financial Wellbeing Coach, you will be prison-based delivering bespoke 1:1 support to address the finance, benefit and debt needs of customers (people in prison). You will work with customers to ensure they receive the right advice, guidance, support and advocacy necessary throughout their journey with us. This includes: the provision of advice on benefits; budgeting skills; debt management; advocating and negotiating on their behalf to third parties; liaising with relevant external agencies; support to set up bank account; access to correct benefits and entitlements.

Customers will rely on you to help them overcome issues regarding their financial situation and achieving financial security. You will create a bespoke action plan with your customers detailing the actions, activities and interventions that will help manage and resolve their finance, benefit and debt issues, making referrals to specialists where an integrated approach is required to manage complex needs.

Full training will be provided to equip you with the knowledge and skills to provide money advice and guidance.

## **In this role, you will:**

- Provide person-centred mentoring support to customers in prison (and outreach in the community as required)
- Mentor and advise customers in a variety of finance, benefit and debt related areas, tailoring appropriate interventions based on the customer's level of need
- Provide a professional and excellent standard of service to achieve customer outcomes
- Build positive relationships and communicate effectively with internal and external partners
- Contribute as part of the team, ensuring smooth operation of the service to achieve key performance targets

## **You'll take ownership for**

- Managing a caseload of customers
- Creating a safe and trusting environment to successfully facilitate the mentoring relationship
- Accurately maintain all associated administrative paperwork and electronic records
- Keeping your knowledge up to date with finance, benefit and debt advice legislation and changes
- Positively representing the Wise Group at relevant internal and external meetings
- Support the growth of the business by providing operational assistance and sharing your specialist expertise and insights

## **About you**

- Personal experience or knowledge of the challenges faced by those who have dealt with offending/addictions/homelessness and able to empathise and withhold judgement
- Experienced or trained in money and debt/welfare benefits advice from an accredited provider is desirable
- Knowledge of benefits process, understanding of finance issues is desirable
- Experience working in a mentoring role /prison environment is desirable
- Knowledge and understanding of local area and services available is desirable
- Ability to find innovative ways to work with customers to identify and find informed solutions to the challenges faced by them
- Excellent verbal and written communication skills to ensure effective reporting, customer service and provision of advice
- Experience of case management and enthusiasm and passion for the role
- Effective interpersonal and relationship building skills, working with people from a range of backgrounds including those with protected characteristics
- Effective in the use of technology, relevant systems, and key software packages
- Ability to use initiative and judgement to resolve problems
- Ability to plan or schedule work to respond to changing pressures or requirements

- Demonstrate personal resilience and be able to deal with difficult situations.

### **We succeed when we work together.**

Here's who you'll be working with regularly:

- Operations Team
- Colleagues across the enterprise
- External Partners and Stakeholders

### **ADDITIONAL REQUIREMENTS**

- Post Holders will be required to demonstrate that they are currently stable in relation to housing arrangements, addictions, and offending activity
- A full driving licence is essential and the use of a car would be advantageous due to community-based service provision requirement
- Post holder will go through an Enhanced Disclosure Check, although it is expected that some applicants may have a previous criminal record
- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, customers and colleagues
- Role model for Equality, Diversity and Inclusiveness
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication

## More about working for us

There's lots of great stuff about working here. For full details pop over to our webpages.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best. **We're ready to chat.**



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Building bridges to opportunities

[www.thewisegroup.co.uk](http://www.thewisegroup.co.uk)

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