



Location: Bridge Community Project, Livingston EH54 5FD

Time commitment: Flexible – we'll agree hours that suit you and the service

Voluntary role: Support Assistant (expenses available if applicable)

Join our team and make a real difference for people in our community!

As part of the Financial Wellbeing Support team you will provide essential, person centred support to individuals facing financial hardship. This support role complements the work of our Money Advice Team by offering both practical and emotional support, helping our clients to build resilience, maintain dignity and access the resources they need for long term stability.

This volunteer role is still growing, so don't worry if you're new to this kind of work — we'll provide training and support to help you feel confident with practical tasks and our systems.

You can expect us to

- make you feel welcome, included and respected in line with our values and behaviours
- support you in having a positive and impactful experience at the Bridge Community Project
- cover agreed out-of-pocket expenses in line with our Expenses Policy
- provide you with access to learning, development and opportunities to use your skills and experience

What you'll be doing

Client-Focused Support

- Work collaboratively with the Money Advisers and Support Advisers to support clients as they work toward financial stability.
- Attend home visits with the Money Adviser, supporting the client in a familiar setting.
- Develop a realistic and personalised plan with each client, focusing on improving life and financial resilience.

- Provide client advocacy, emotional support, and assistance with navigating systems and services.
- Maintain accurate and up-to-date case notes on our client database
- Liaise with clients in advance of scheduled appointments to confirm attendance

Practical & Resource-Based Support

- Apply for relevant grants and benefits based on client circumstances, liaising with the Money Adviser to identify suitable options.
- Organise relevant practical support resources to be available as needed, helping to ensure clients feel cared for and supported during their engagement with the service.
- Support Money Adviser with tasks as required
- Support the delivery and facilitation of our *Spend Smart, Eat Well* course, including pre and post course administration
- Support clients in practical life skills such as shopping on a budget, balanced meal planning, and basic cooking.

Networking & Development

- Build and maintain relationships with local support organisations,
- Attend relevant networking meetings, training, and development sessions.

General Duties

- Work within the ethos, values, and confidentiality policy of the Bridge Community Project.
- Participate in team meetings and contribute to the collaborative ethos of the Financial Wellbeing Team.
- Ensure Health & Safety procedures are observed and any hazards are reported promptly.
- Undertake additional duties as required to support the mission and operations of the organisation.

Person Specification

Essential

- Excellent interpersonal and communications skills, with the ability to relate to and work in a non-judgemental confident and sensitive manner with vulnerable clients
- Comfortable using basic IT (email,Word/Google docs, spreadsheets)
- Knowledge and understanding of financial difficulties faced locally by individuals and resources to support them
- Ability to be self-motivated and to work to a high standard.

Desirable

- Experience in financial support, welfare rights, or advocacy work.
- Competent in IT software and experience of using a data management system
- Knowledge of local services and grant application processes.
- Training or experience in delivering group courses or workshops.

- Full UK driving licence

Note: Full training will be provided for all aspects of the role.

Application Details

- Please submit a **CV and cover letter** outlining your interest in the role and relevant experience to the email address: anna@bridgecommunityproject.org.uk