



## **MEMBERS' MONEY GUIDELINES**

## Standard Operating Procedure

### SOP Title:

Standard Operating Procedure for supporting members in the management of their money.

Document reference number	SIMO1	Document developed by	Noelin Fox
Revision number	One	Document approved by	Board of directors, StepIn
Approval date	January, 2014	Responsibility for implementation	All StepIn staff and volunteers
Revision date	This guidance will be reviewed at least every 2 year. A change in relevant legislation, practice, service requirements or a serious incident will prompt an earlier review.	Responsibility for review and audit	Board of directors, StepIn

### 1. PURPOSE

The purpose of this Standard Operating Procedure is to have uniformity and consistency in relation to supporting members to manage their money. This SOP will assist StepIn staff, volunteers and board of directors to outline the procedure to be followed when working with network members and supporting them with managing their money.

## **2. SCOPE**

All staff and volunteers of StepIn.

## **3. INTRODUCTORY STATEMENT**

StepIn recognises that many members need assistance to look after their money. Our aim is to ensure that the support we provide builds on the individual's needs, skills and abilities in this area.

Income maximisation and effective budgeting is a crucial element of independent living, yet a significant number of members join StepIn with limited experience in these areas. Many find tasks such as reading bank statements, completing social welfare forms and attending meetings with the Department of Social Protection extremely difficult. This is coupled with the fact that some members are also vulnerable and open to exploitation from others.

## **4. DETAILS**

It is part of StepIn employees' and volunteers' roles to support members to manage their money effectively. This support is individually focused. It is StepIn's responsibility to ensure that volunteers and employees have the resources available to enable them to do this effectively. The following guidelines are intended to provide a framework for volunteers and employees in carrying out this essential part of their role:

1. All volunteers and employees will have a list of actions taken from assessments, risk assessment and individual planning meetings outlining who is taking responsibility for what with regard to social welfare benefits and work. It is the responsibility of the Supported

Living Organiser to ensure that actions are carried out.

2. Where appropriate, members will have an individual budgeting file – the Supported Living Organiser and volunteer will provide on-going support/ coaching/ encouragement in budgeting.

3. Where employees or volunteers support members in making payments of any sort, they will ensure that receipts or records of these payments are retained.

4. Employees and volunteers are not generally permitted to hold members' bank statements, cards, cheque books, savings books or money at any time. The only exceptions to this will be if this is agreed at individual planning or assessments meetings

5. Employees and volunteers are not permitted to act as a member's appointee in any circumstances.

**Members' Money Policy signed and dated**

Signed: \_\_\_\_\_

StepIn Chairperson

Date: \_\_\_\_\_