

DEBT SUPERVISOR/CASEWORKER

JOB DESCRIPTION

Job Title: Debt Supervisor

Current Salary: £25,951 rising to £27,668 per annum

Reporting to: Service Manager/CEO

Responsible for: Debt Caseworkers

Purpose of Post: To supervise the debt team, manage quality of advice and team targets. To contribute to an effective and efficient specialist advice service within the aims, policies and principles of the Citizens Advice service on money advice and act as a resource for the generalist advisers.

Main Duties and Responsibilities

Supervision and Contract Management

- Ensure that the debt team members are line-managed effectively through the provision of regular support and supervision, joint progress reviews, quality checks (including debt advice given by volunteers) and training.
- Manage debt contract to ensure contract compliance
- Monitor the quality of advice given to clients. Quality lead for the debt team, responsible for QAA, Peer Review and case checking
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best
- Plan and allocate work, monitor achievement of target deadlines and support staff as appropriate

Casework

- Provide a comprehensive money advice, advocacy and casework service to clients on all matters relating to debt.
- Act for the client where necessary by calculating, negotiating, telephoning and drafting or writing letters.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Prepare and present cases to statutory bodies, tribunals and courts as appropriate.
- Assist clients to make applications for charitable funds where appropriate.
- Assist clients with other related problems where they are an integral part of their case, including advice on financial capability, and refer to other advisers or specialist agencies as appropriate.
- Make outreach visits as necessary.
- Provide advice and assistance to other staff across the whole range of Money Advice issues.

- Ensure that all casework conforms to the Office Manual and Advice Quality Standard at the Specialist level.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and campaigns

- Assist with research and campaign work by providing information about clients' circumstances.
- Ensure Debt Team are regularly contributing to local and national R&C campaigns.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the Service Manager.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to debt and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.
- Undertake qualified activities and training equivalent to 16 CPD hours per year

Administration

- Review and make recommendations for improvements to services.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with relevant policies and procedures and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.
- Maintain a library of reference material and case law.

Public relations

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

PERSON SPECIFICATION

ESSENTIAL SKILLS

1. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.
2. Extensive knowledge and experience of debt advice, up to at least specialist level and qualified debt relief order intermediary
3. Ordered approach to casework and ability and willingness to follow and develop agreed procedures
4. Ability to monitor and maintain casework systems and procedures
5. Ability to plan and manage service including monitoring and maintaining service delivery against agreed targets
6. Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, meet deadlines and take decisions in the day to day running of a busy debt service.
7. Ability to manage staff, creating a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
8. A good up to date understanding of equality and diversity and its application to the provision of advice.
9. Effective written and oral communication skills, including telephone skills, with particular emphasis on negotiating.
10. Understanding of the issues affecting society and their implications for clients and service provision.
11. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
12. Ability to monitor and maintain own standards.
13. Ability to use IT systems and packages and electronic resources in the provision of advice, record keeping and document production.
14. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
15. Understanding of and commitment to confidentiality and data protection
16. Meets Citizens Advice Adviser skills competences or willingness to learn
17. A commitment to continuous professional development
18. An approach to work which is positive, flexible and solution focused