

## DEBT CASEWORKER

### JOB DESCRIPTION

**Job Title:** Debt Caseworker

**Current Salary:** £25,295

**Reporting to:** Service Manager

**Hours:** 37 hours per week

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

#### Main Duties and Responsibilities

##### Casework

1. To provide a comprehensive money advice, advocacy and casework service to all clients on all matters relating to debt.
2. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
3. Negotiate with third parties as appropriate.
4. Ensure income maximisation through the take up of appropriate benefits.
5. Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
6. To assist clients to make applications for charitable funds where appropriate.
7. 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.
8. Make outreach visits as necessary.
9. Provide advice and assistance to other staff across the whole range of Money Advice issues.
10. Ensure that all casework conforms to the Office Manual and relevant Quality Mark at the Specialist level.
11. Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

## **Research and campaigns**

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

## **Professional development**

17. Keep up to date with legislation, case law, policies and procedures relating to debt and undertake appropriate training.
18. To maintain a detailed knowledge of the welfare benefits system, by attending training and using reference materials and journals.
19. Read relevant publications.
20. Attend relevant internal and external meetings as agreed with the line manager.
21. Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
22. Assist with Service initiatives for the improvement of services.
23. To attend a minimum of 6 hours professional development training per year.

## **Administration**

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

## **Public relations**

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

## **Other duties and responsibilities**

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

## DEBT CASEWORKER

### PERSON SPECIFICATION

1. An understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
2. Understanding and experience of debt casework.
3. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
4. Experience of working to targets.
5. Effective literacy and numeracy skills.
6. Effective written and oral communication skills, including telephone skills, with particular emphasis on negotiating.
7. Understanding of the issues affecting society and their implications for clients and service provision.
8. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Flexible approach and willingness to work as part of a team.
10. Ability to use IT systems and packages and electronic resources in the provision of debt advice, record keeping and document production.
11. Understanding of and commitment to confidentiality and data protection
12. Meets Citizens Advice Adviser skills competences or willingness to learn
13. A commitment to continuous professional development
14. Ability to prioritise own work, meet deadlines, monitor and maintain own standards.
15. Ability and willingness to follow and develop agreed procedures.
16. Keep up to date with legislative changes in relation to debt advice.
17. An approach to work which is positive, flexible and solution focused
18. Qualified Debt Relief Order Intermediary or willingness to obtain