

Citizen Advice Barnsley

JOB DESCRIPTION

FIXED TERM CONTRACT UNTIL 31st March 2022

JOB TITLE: Trainee Debt Adviser (MAPs funded)

HOURS: 37 Hours per week (full time)

SALARY: £20,400 per annum (plus 5% pension contribution)

ANNUAL LEAVE: 28 Days Plus Public Holidays

RESPONSIBLE TO: Operational Manager

KEY RESPONSIBILITIES

1. To undertake training to become a qualified Debt Advice Worker

- i. To undertake and complete Citizens Advice general advice training
- ii. To undertake and complete Debt Caseworker training as directed.
- iii. Within one month to be actively advising and assisting clients and managing a caseload of debt clients.
- iv. During the current pandemic while the office is closed all work will be undertaken from the adviser's home. Once the current pandemic is under control and outreaches and offices open up to allow face to face, outreach services will be delivered from various locations and at various times including both daytime and evening sessions and also from your home via telephone and video links

2. Casework and advice support

- i. Provide casework and other support covering the full range of debt and money advice by: face to face; telephone; and electronic media as appropriate.
- ii. Work with, and support, other staff and volunteers in the delivery of the Citizens Advice Barnsley money advice services.
- iii. Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate.
- iv. Negotiate with third parties as appropriate.
- v. Ensure income maximisation for clients through the take up of appropriate welfare benefits.
- vi. Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.

- vii. Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- viii. Make home visits and attend outreach services as necessary.
- ix. Ensure that all casework conforms to the relevant Citizens Advice Quality Mark Standards.
- x. Maintain electronic and paper case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
- xi. Prepare reports for the CEO; line manager and bureau Trustee Board as requested.

3. Research and Campaign's

- i. Assist with research and campaigns work by providing information about client's circumstances, statistical information and nature of cases.
- ii. Assist the line manager to monitor service provision to ensure it reaches the widest possible client group.
- iii. Alert other staff to local and national issues.

4. Professional and Personal Development

- i. Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training.
- ii. Read relevant publications.
- iii. Attend relevant internal and external meetings as agreed with the line manager.
- iv. Prepare for and attend supervision sessions.
- v. Assist in initiatives to improve services.

5. Administration

- i. Use IT for statistical recording, record keeping and document production.
- ii. Maintain reference material and local information systems.
- iii. Ensure that all work conforms to the bureau's administrative policies and procedures.

6. Other duties and responsibilities

- i. Uphold the aims and principles of the Citizens Advice service and its Equality and Diversity policies.
- ii. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- iii. Maintain and develop a close liaison with relevant external agencies, and represent the service as appropriate.
- iv. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Citizen Advice Barnsley
PERSON SPECIFICATION
TRAINEE DEBT ADVISER (MAPS FUNDED)

ESSENTIAL REQUIREMENTS

1. A minimum of one year's experience of advice work
2. Demonstrable generalist advice work competencies
3. The ability to communicate effectively and sensitively with clients and other parties. Excellent negotiation skills are required.
4. Good writing skills with the ability to draft correspondence and reports
5. Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
6. An ordered approach to work and willingness to follow and develop agreed procedures
7. The ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative
8. An understanding of the need for confidentiality and a non-judgmental approach to advice provision
9. The ability to work effectively as part of a team of both paid staff and volunteers
10. The ability to liaise with creditors, statutory agencies and other voluntary sector agencies
11. The ability to effectively use IT software in the provision of advice and maintenance of case records, and the preparation of statistical reports and submissions
12. Demonstrate an understanding of social trends and their implications for clients and service provision
13. Ability to travel to outreach sessions and home visits
14. An understanding and commitment to work within the Aims and Principles of the CAB service and its Equal Opportunities policies

DESIRABLE REQUIREMENTS

1. Experience of working with volunteers in an advice setting.
2. Experience of using Casebook case management recording system.