



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all the information that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Trainee Debt and Money Adviser

Salary: £19,048, increased to £20,849 following successful probation period and only on recommendation from line manager

Hours of Work: 37.5

Location: Church Gresley (DE11 9NR) and Derby City (DE1 1RS). Currently working remotely with the intention to return to face to face services ones guidance allows.

Status: Fixed-term until March 2023 (possibility of extension dependant on funding)

Closing Date: Until a suitable candidate is found.

Interview Date: TBC

Start Date: TBC

Positive employment

A criminal record will not necessarily be a bar to your being able to take up the job. We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of around 300 local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services to approximately 22,000 people each year. Services are delivered across South Derbyshire, Derby city, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and 140 volunteers delivering services from four main offices and 20+ community venues.

The Service

You will be working as part of a diverse and well-used service, providing high-quality advice and support to service-users with money advice issues. The caseworker role will involve delivering specialist advice and casework on all debt advice queries

The role

The successful applicant will be expected to train within the role of specialist debt caseworker with a view to providing casework covering the full range of debt within three-months. This will be delivered through various channels including face to face/telephone/email as needed by clients, and to meet funder requirements.

Work with clients

- Provide casework covering the full range of debt work, including financial capability advice.
- Advise and assist client in negotiating with relevant housing, welfare benefit and justice agencies, and in budgeting, paying bills, maximising income, and identifying relevant benefits.
- Act for the client where necessary by calculating, negotiating, and acting on debts, including offering advice on remedies such as challenging debts, debt relief orders, and bankruptcy, informal debt management plans.
- Clarify with the client their priority and non-priority debts, to identify situations which require immediate action and take steps to implement in line with their requirements.
- Assist the client to budget and negotiate realistic repayment plans with creditors where appropriate.
- Provide a holistic service to clients, identifying other issues that fall outside of the service and make appropriate signposts or referrals.
- Communicate with clients in a manner appropriate to their understanding and needs.
- Ensure that clients receive a prompt and professional service
- Attain project targets and outcomes as set by the funder.
- Ensure that all casework conforms to the organisations Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation .

Administration

- Set up and maintain casework and other admin systems as required.
- Maintain agreed monitoring and outcome information for commissioning agencies and internal management purposes.

Professional development

- Undertake accredited training to be able to deliver advice and casework on all debts and debt options.
- Attend meetings, supervision and training as required by line manager

General

- Uphold the aims and principles of the organisation
- Comply with organisational, statutory and legislative requirements
- Undertake other such duties as may be required to ensure the effective delivery and development of the service

This job description provides an indication of the roles and responsibilities of the post. It should not be construed as an exhaustive list of the duties. It may be re-negotiated, in consultation with staff, as the organisation develops. Some aspects of the role may be limited by the terms of a particular contract or funding.

Person specification

EXPERIENCE

Essential

- Ability to plan, prioritise own work, meet deadlines and manage caseload
- Ability to meet targets in a pressurized environment.
- Effective written and oral communication skills with particular emphasis on negotiations
- Understand the issues involved in interviewing vulnerable clients.
- Flexible approach and willingness to work as part of a team
- Ability to research, analyse and interpret complex information
- Ability to use IT in the provision of advice.

- Access to transport and ability to work in a variety of locations
- Understand and empathise with the aims and principles of the Citizens Advice Mid Mercia and its various policies.
- Adhere to the organisation's CORE values

Desirable

- Previous experience of delivering advice under the Citizens Advice quality framework (generalist adviser)

Want to chat about this role?

If you want to chat about the role further, you can contact Megan Mousley by emailing mmousley@citizensadvicemidmercia.org.uk

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

TO APPLY

Please visit our website for an application form and job guidance notes here: <https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent to the address at the end of the application form.