



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you everything you need to apply for this role.

JOB TITLE: Trainee or Trained Debt Caseworker

Salary: £23,323 - £26,303 (dependent on experience, can be discussed at interview).

Salary increase possible following successful probation period and on recommendation from line manager

Hours of Work: 37.5 hours per week

Location: Church Gresley (DE11 9NR) and Derby DE1 2EQ

Status: Fixed contract to 2025

Probation Period: 9 months – with possible extension if performance review is required.

Closing Date: Friday 10th May

Interview Date: TBC

Start Date: ASAP

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 money 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, maximizing income, and claiming 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, and assist the client to budget and negotiate realistic repayment plans with creditors

- Attain project targets and outcomes as set by the funder.
- Ensure that clients receive a prompt and professional service
- 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 within three-months of starting the role.
- Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training; including reading relevant publications
- Attend meetings, supervision and training as required by line manager

General

- Uphold the aims and principles of the organisation
- Comply with all the organisation's published policies and procedures, paying particular attention to Health and Safety, Confidentiality, and Equal Opportunities.
- Comply with organisational, statutory and legislative requirements
- Maintain regular contact with voluntary and statutory agencies.
- 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

Essential

- Excellent written and oral communication skills, with the ability to use sensitive listening and questioning to get to the root of issue and empower clients to move forward.
- Understand the issues involved in interviewing vulnerable clients, being able to identify the barriers and have the ability to try and resolve them.
- Ability to prioritise work, meet deadlines and manage caseload whilst complying with Quality Standards in a busy pressured environment.

- Understand and empathise with the aims and principles of the Citizens Advice Mid Mercia and its various policies.
- Understanding of the issues affecting society and implications for client's and service provision.

Desirable

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

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.

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.

Benefits

- 28 days annual leave plus bank holidays pro rata.
- Up to 5% pension contribution.
- Professional and advice sector recognised training.
- Hybrid Working Options
- Ability to work between two office locations (Derby City and Church Gresley)
- Supportive management and team environment
- Employee Assistance Program

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.

To Apply

Please visit our website for an application form and a candidate guide here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Application forms are to be completed and received by 10th May 2024

Any questions regarding the role, please email: **eherron@citizensadvicemidmercia.org.uk**