



Job Title: **Housing and Debt Telephone Caseworker**

Salary: **£26,132 to £28,057 (actual salary based on 40-hour week) depending upon experience**

Hours of Work: **Full Time – 40hours p/w 9am-6pm Monday to Friday (1-hour break)**

Contract Duration: **until 31st August 2028**

Location: **Derby City (office based)**

Applications Closing Date: **Rolling recruitment until successful candidate found**

Start Date: **Must be available to start 4th August 2025**

Service Aim

The Specialist Telephone Advice Service is commissioned by the Legal Aid Agency to support those eligible for Legal Aid with remote telephone advice and assistance.

Citizens Advice Mid Mercia (Camm) are one of three agencies delivering this national service.

Camm have extensive experience in delivering Legal Aid contract work through face to face and remote contracts. The role of the **Housing and Debt telephone Caseworker** provides the opportunity to join our successful, growing team.

The Role

- You will be responsible for assisting in the delivery of the Legal Aid Telephone Advice Service, offering telephone advice to clients in relation to housing and debt matters
- This role is office based at Derby in a department which is a **target driven, performance-based project**
- Assisting with the development and delivery of the Telephone Advice Service (TAS) by assisting and acting on behalf of clients for housing, debt and welfare benefit matters

Main Duties and Responsibilities

Specialist legal advice and casework, including but not limited to:

- Ensure that cases are opened and actioned in a swift time and manner according to the relevant KPI as advised by your line manager
- Making referrals and signposting clients to F2F advice and/or other agencies
- Update CHS system and carry out relevant casework administration, e.g., prepare client care letters
- Undertake call backs (for messages left outside of core hours)
- Support existing clients/back door calls
- Undertake relevant training to support the service
- Assist with the face-to-face Legal Aid contract and Housing Loss Prevention Advice Service where required

- Provide remote advice to clients across the country during core hours and carry out determinations
- Assist the Legal Services Manager and other team members as required
- Identify potential legal aid cases
- Maintain cases to a high standard on the case management system
- Meet deadlines and performance-based targets set by your line manager
- Draft court documents as instructed by your line manager
- Assist with administration tasks for the team where required

Client Relations

- To provide a high-quality legal service to all clients.
- To develop and maintain good client relationship skills, gaining clients 'confidence and that of other professionals.
- Receive requests for legal advice from current and potential clients and deciding on the most appropriate responses to make to these requests.
- Offering appropriate advice on the law, legal procedures and a wide range of associated issues.
- Research documents and case history to ensure accuracy of advice and procedures.

Professional Standards

- To work and behave in a professional manner and to the highest standards of the profession.
- Comply with procedures set out in the Office Manual, Practice Manual of the Legals Services Department, professional standards and any requirement set by the Solicitors Regulation Authority (SRA).
- Carry out duties faithfully and diligently and follow all reasonable instructions.
- Treat all information about the charity and its client and their business as wholly confidential.

Personal Development

- To have a clear understanding of what it would take to maintain your knowledge and what professional support you require.
- Support internal procedures and systems of Citizens Advice including file/case management, time recording.
- Participate in team meetings.
- Attend internal training and external training as and when required.
- Keep up to date with law and practice.
- Share information with colleagues.
- Read journals and attend courses as part of continuing professional development (CPD) and record your completed training.

General:

- Welcome clients and visitors to the premises in a professional and friendly manner.
- Provide sensitive, respectful, and confidential service to all clients.
- Maintain strict confidentiality regarding client information and interactions.
- Adhere to safeguarding, GDPR, health & safety guidelines, and share responsibility for the safety of clients, colleagues, and yourself.
- Comply with all organisational, statutory, legislative, and CAMM policies and procedures.
- Uphold the aims, principles, and values of the organisation at all times.
- Undertake administrative and support duties as reasonably requested by the solicitor or Head of Legal.
- Demonstrate enthusiasm, drive, and a positive, can-do attitude in all tasks.
- Remain flexible regarding working hours and locations to meet business needs.

Person Specification

	Specification	Essential	Desirable
1	Ability to manage a caseload and provide accurate records.	<input type="checkbox"/>	
2	Ability to work under pressure and adhere to targets and deadlines in a payment by results project	<input type="checkbox"/>	
3	Ability to monitor and maintain own standards.	<input type="checkbox"/>	
4	Effective written and oral communication skills.	<input type="checkbox"/>	
5	Ability to work on own initiative and willingness to improve the service working closely with line manager and team members	<input type="checkbox"/>	
6	A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills.	<input type="checkbox"/>	
7	Ability to use IT packages, including word processing / spreadsheet / database packages and the ability to use email and to maintain an electronic diary	<input type="checkbox"/>	
8	Ability to research, analyse and interpret complex information	<input type="checkbox"/>	
10	Understand and empathise with the aims and principles of Citizens Advice Mid Mercia service and its various policies.	<input type="checkbox"/>	
11	Adhere to the organisation's CORE values	<input type="checkbox"/>	
12	Experience of working within a specialist advice team		<input type="checkbox"/>

Probation Period: 9 months

Benefits: 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

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 local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support 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 many volunteers delivering services from four main offices and 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.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

To Apply

If you want to chat about the role further, you can contact:

- Elizabeth Holt (Head of Implementation & Operations) 07814 918993
- Alison Winfield (Legal Services Manager) 07976823930

Please visit our website to complete an application form:

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