



## **JOB DESCRIPTION**

### **Debt Caseworker**

**Salary:** £23,628 (Actual)

**Reporting to:** Debt Team Supervisor

**Hours of Work:** 35 per week

**Funding:** Permanent.

**MAIN PURPOSE:** To assist Citizens Advice Wirral in providing an efficient and effective debt casework/advice service to clients.

#### **DUTIES & KEY RESPONSIBILITIES**

##### **General**

- Uphold the aims and principles of the Citizens Advice Service
- Work within the Service's policies and values, especially equal opportunity and anti-discrimination policies
- Work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues
- Keep up to date with legislation, policies and procedures and undertake appropriate training, ensuring any relevant training requirements are observed.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- To work to deliver Key Performance Indicators (number of clients and quality).

##### **Casework**

- Provide casework covering the full range of debt advice.
- Act for the Client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate welfare benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.

- 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.
- Make home/outreach visits, where necessary and subject to resources.
- Provide advice and assistance to other organisations Staff and Volunteers across the whole range of debt issues.
- Ensure that all casework conforms to the organisation Office Manual and the AQS Quality Mark at the appropriate level and contract requirements
- Maintain client case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the organisation's systems and procedures.

### **Research & Campaigning**

- Assist with Research & Campaign work by providing information about Clients' circumstances through the appropriate channel.
- Alert Clients to Research & campaigning issues.
- Keep up to date with Research and Campaigning issues

### **Administration**

- Use IT/case management systems for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to organisations work and undertake appropriate training.
- Attend internal and external meetings as agreed with Debt team Supervisor and Management team.

<b>PERSON SPECIFICATION</b>
<b>Debt Specialist Caseworker</b>

<b>Desirable Criteria</b>	<b>SKILLS, KNOWLEDGE, EXPERIENCE ETC.</b>
1	Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
2	Recent relevant knowledge and experience of giving Debt advice to Clients and effecting casework to Quality Mark standards and Funders' requirements.
3	Experience of representing clients at hearings.
4	Being or working towards being a Debt Relief Intermediary.
5	Effective oral communication skills with particular emphasis on negotiating and representing.
6	Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
7	Ability to prioritise own work, meet deadlines and targets and manage caseload
8	Ability to use IT in the provision of advice and the preparation of reports and submissions.
9	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10	Ability and willingness to work as part of a team.
11	Ability to monitor and maintain own standards.
12	Understanding of the importance of Research and Campaigning
13	Experience of working with volunteers
14	Experience of working in a confidential environment
15	To be able to travel across Wirral to deliver advice appointments

<b>COMPLETED BY</b>	<b>DATE</b>
<b>CEO</b>	<b>October 2019</b>