



Debt Caseworker

Job pack

Thanks for your interest in working at Citizens Advice Staffordshire South West
This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Staffordshire South West
- The role profile and personal specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Lisa Hitchcock by emailing lisa.hitchcock@citizensadvicessw.org.uk or calling 07736924923

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Staffordshire South West works

The Citizens Advice service has had a presence in Staffordshire since 1939. As a charity, our community-based service has always strived to help anyone who needs it. We are well known, well established and a well-respected organisation that has grown and diversified over 80 years.

Citizens Advice Staffordshire South West has 120 volunteers and staff who work with over 10,000 people to address more than 30,000 issues every year, providing free, independent, impartial and high quality advice. Our service gives people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We provide face-to-face support at our five main offices and additional outreach venues across the districts of Stafford Borough, Cannock Chase and South Staffordshire. Further support is available by telephone, email and web chat so clients can access the service in a way that suits them.

The main areas of advice we provide are welfare benefits, universal credit, debt, housing, fuel poverty, employment and family matters and we are the only service who is there to support everyone whatever their issue. We provide additional specialist casework services for debt and housing. Further specialist services include Victim Gateway, Pensionwise and Building Better Opportunities. We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people's lives.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

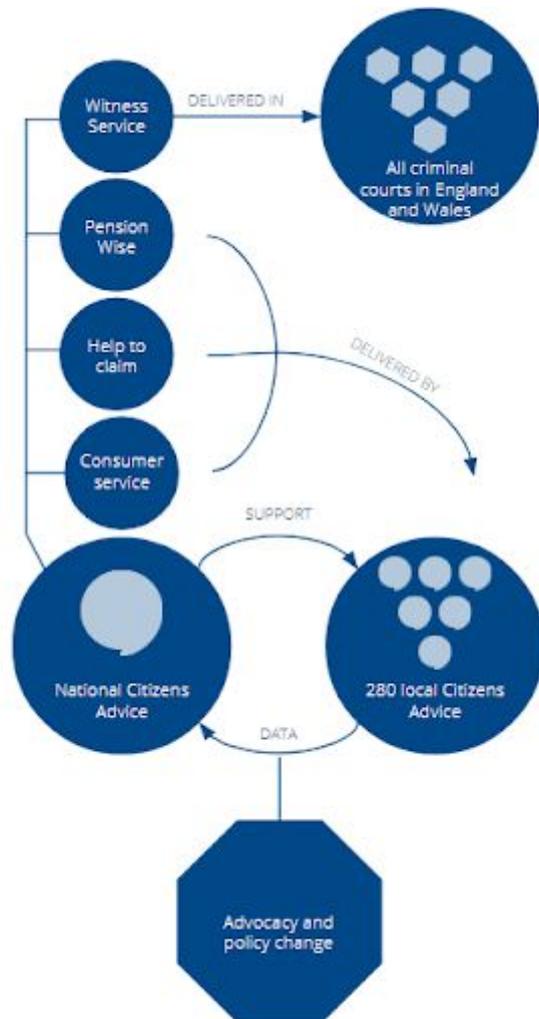
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Reporting to the Casework Manager, the Debt Caseworker will assist in the provision of Debt advice services to clients. They will be responsible for the delivery of high quality face-to-face and telephone debt advice under the Money Advice and Pension Service Contract by pre-arranged/emergency appointments working across our five offices. Currently due to the pandemic all staff are homeworking.

Role purpose:

- To provide debt advice to clients.
- To provide Financial Capability advice to clients.
- To share responsibility for compliance with the Money Advice Service contract.
- Ensure quality standards are met.
- Undertake service delivery at Outreach venues as required.



Role profile

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 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 outreach visits as necessary.
- Provide advice and assistance to other staff across the whole range of debt issues.

- Ensure that all casework conforms to the organisation's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
- Maintain 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 and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to debt advice and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the Team Leader and/or Line Manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

Administration

- Review and make recommendations for improvements to Citizens Advice services.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to organisational work and undertake appropriate training.
- Attend internal and external meetings as agreed with the Team Leader and/or Manager.

- Maintain close liaison with relevant external agencies.
- Maintain a library of reference material and case law.

Public relations

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential Criteria

- Experience of providing Debt advice and Casework.
- Experience of working in a target driven environment is essential
- Effective oral communication skills with particular emphasis on negotiating and representing.
- Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
- Understand the issues involved in interviewing clients.
- Numerate to the level required in the tasks.
- Ability to prioritise own work, meet deadlines and manage caseload.
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain own standards.

- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

Desirable Criteria

- Experience of working in the voluntary sector would be desirable.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Demonstrate understanding of social trends and their implications for clients and service provision
- Have access to a vehicle and be willing to travel

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



What we give our staff

- **A competitive salary**
- **Regular training opportunities**
- **Work Place Pension Scheme**
- **Support to carry out your role**
- **Opportunities for career progression**