

Job description & person spec

JOB TITLE:	Debt adviser
SALARY:	£28,612 (Trainee: £22,890) per year, pro rata
HOURS:	21 hours per week over three days
RESPONSIBLE TO:	Client Services Manager
RESPONSIBLE FOR:	Volunteers
PLACE OF WORK:	The post will be based at Hampton Hill; regular travel throughout the boroughs of Richmond and Kingston will be necessary
CONTRACT:	Fixed term to 31 March 2020

Role purpose

To provide an effective specialist debt advice service across Richmond and Kingston boroughs
To be a specialist debt advice resource for Citizens Advice Richmond staff and volunteers

Context of role

Citizens Advice Richmond has a contract with Toynbee Hall to offer debt advice to people living in Richmond and Kingston, as part of the Debt Free London debt advice partnership. Funding comes from the Money and Pensions Service and we are contracted to help a number of debt clients annually. The debt adviser interviews clients face-to-face in Kingston, under an arrangement with Citizens Advice Kingston and oversees clients helped in Richmond by volunteer advisers.

Casework

1. Provide casework covering the full range of debt
2. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning
3. Negotiate with third parties as appropriate
4. Ensure income maximisation through the take up of appropriate benefits
5. Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate
6. 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
7. Provide advice and assistance to other staff across the whole range of debt issues
8. Ensure that all casework conforms to the bureau's Office Manual and the Specialist Quality Mark

9. Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
10. Prepare casework regular reports as required
11. Ensure that all work conforms to the bureau's systems and procedures

Research and campaigns

12. Assist with research and campaigns work by providing information about clients' circumstances
13. Monitor service provision to ensure that it reaches the widest possible client group
14. Alert other staff to local and national issues

Professional development

15. Keep up to date with legislation, case law, policies and procedures relating to debt and undertake appropriate training
16. Attend relevant internal and external meetings as agreed with the line manager
17. Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate
18. Assist with service initiatives for the improvement of services

Administration

19. Review and make recommendations for improvements to bureau services
20. Maintain local information systems
21. Use IT for statistical recording, record keeping and document production
22. Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training
23. Maintain close liaison with relevant external agencies
24. Maintain a library of reference material and case law

Public relations

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

Other duties and responsibilities

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

Person specification

1. Knowledge and experience of debt advice and casework
2. Effective oral communication skills with particular emphasis on negotiation and representation
3. Effective writing skills with particular emphasis on negotiation, representation and preparing reviews, reports and correspondence
4. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
5. Understand the issues involved in interviewing clients
6. To have passed, or be able to pass, the Money Advice Service's Giving Good Debt Advice modules for advice work, specialist casework and court representation
7. Numerate to the level required in the tasks
8. Ability to prioritise own work, meet deadlines and manage caseload
9. Ability to use IT in the provision of advice and the preparation of reports and submissions
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
11. Ability and willingness to work as part of a team
12. Ability to monitor and maintain own standards
13. Demonstrate understanding of social trends and their implications for clients and service provision
14. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.