

Person specification

Job title: Debt Caseworker

Candidates should be able to demonstrate the following:

Skills and experience

- Recent debt advice work experience.
- Effective written and oral communication skills with particular emphasis on negotiation and representation.
- Ability to analyse and interpret complex information.
- Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients.
- An understanding of office administrative systems and a willingness to follow agreed procedures.
- Ability to prioritise tasks, to identify and work to deadlines and to manage time effectively.
- Ability to maintain clear and accurate case records.
- Commitment to meet and comply with targets set by the organisation for debt casework.
- Understanding of social trends and their implications for clients.
- Understanding of the issues affecting society and their implications for clients and service provision
- Good IT skills – word processing/databases/email/internet.

Attitude and motivation

- Interest/enthusiasm for debt advice work.

- Ability to work effectively as part of a team.
- Commitment to the provision of independent, impartial and confidential advice services.
- Understanding of, and commitment to, the development of equal opportunities policies and practices.