

## **Job description**

<b>Job title:</b>	Debt Caseworker
<b>Responsible to:</b>	Specialist Services Manager
<b>Purpose of job:</b>	To provide debt advice and casework primarily at our main office in the city centre (including some evening work – Monday evening appointment service).

## **Responsibilities**

### **Casework**

1. Provide advice covering the full range of debt issues.
2. Act for the client where necessary, drafting letters, budgets, financial statements and carrying out any calculations as appropriate.
3. Negotiate with third parties as appropriate.
4. Ensure income maximisation through the take-up of appropriate benefits.
5. Meet targets as set by the bureau for debt casework.
6. Inform the Supervisor as a matter of urgency with regard to any problems in meeting targets.
7. Ensure that all casework conforms to the organisation's procedures and the Specialist Quality Mark requirements
8. Maintain accurate and complete electronic case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

9. Maintain delivery of key areas of casework such as work brought forward, key dates and deadline, closure of cases etc.
10. Assist in maintaining and developing effective administrative systems for good case management.
11. To act as a contributing member of the team.

### **Social Policy**

12. Identify relevant social policy issues and, together with other members of the team, take responsible appropriate action on a national or local level.
13. Assist in monitoring the service provision to ensure it reaches the widest possible client group.

### **Professional Development**

14. Keep up to date with legislation, case law, policies and procedures relating to debt advice, and attend appropriate training.
15. Attend internal and external meetings as agreed with the line manager.
16. Attend supervision sessions including file reviews and performance monitoring.

### **Other Responsibilities**

17. Ensure that the Aims and Principles of the Citizens Advice service are upheld and that all tasks are carried out within the service's Equal Opportunities Policies.
18. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
19. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.