



## 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 Citizens Advice

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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 the Citizens Advice service works

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

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

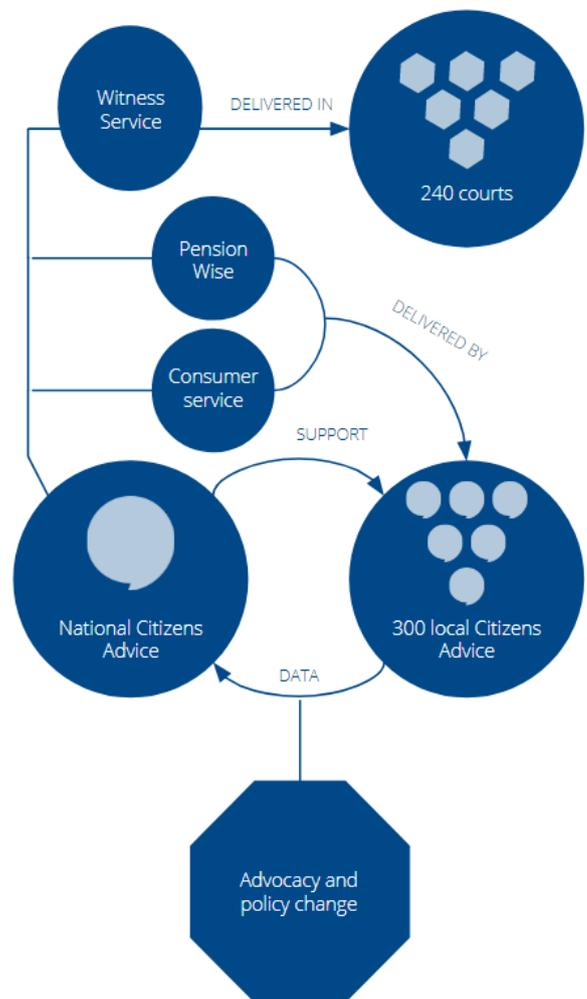
The local network members are all independent charities, delivering services from:

- 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.



## Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

In the year 2017/18 we helped 10,700 people. We handled £16.6m of debt and raised £1.8m in income for our clients. We have 48 paid staff and 65 volunteers.



## Debt Advice Co-ordinator

We are looking for a Debt advice co-ordinator to join our General Advice team to develop the capacity of volunteer advisers to assist clients with debt problems and to support the debt casework team.



### Job description

<b>Job title:</b>	Debt Advice Co-ordinator
<b>Contract term</b>	Maternity cover
<b>Reporting to:</b>	Lead Advice Supervisor
<b>Salary:</b>	£23,866 - £25,463 depending on the level of qualification
<b>Hours:</b>	37 hr. p.w.
<b>Employers' Pension contribution:</b>	5%
<b>Location:</b>	Based in Nottingham city centre
<b>Purpose of the job:</b>	<p>To support and develop volunteers with all aspects of debt related enquiries and to assist debt caseworkers by taking referrals from them for Discretionary Housing Payment (DHP) and charitable trust applications.</p> <p>Working closely with a team of Advice Supervisors, develop and implement a system for supervising, supporting and the continuous development of volunteers.</p>

## **Main duties and responsibilities**

- Support volunteers with all debt enquiries arising during the advice session
- Ensure compliance with Common Initial Assessment by checking debt clients' case records
- Manage trust fund/DHP referrals using a team of volunteers and support and supervise them in this work, including developing new volunteers as and when needed
- Provide backup to Advice Session Supervisor when required
- Be the main contact from the General Advice team to liaise with the Specialist Services Managers on debt related issues and Citizens Advice/Money Advice Service requirements that have implications for the General Advice Service
- Work with Advice Supervisors to develop and deliver debt training for new volunteers, and to identify existing volunteers' training needs and how these can be addressed through ongoing refresher training
- Participate in regular supervisor meetings
- Develop and maintain administrative systems for good case management
- Develop and maintain records to measure success on an ongoing basis and produce quarterly reports for funder
- Manage any other project work which fits within the debt remit of this role

### **Social Policy**

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

### **Professional development**

- Participate in own supervision and appraisal
- Work with line manager in identifying learning needs and appropriate ways of meeting them
- Attend relevant internal and external meetings and training, as agreed with line manager
- Engage in own supervision

### **Other duties and responsibilities**

- Ensure that the Aims and Principles of Citizens Advice are upheld and that all tasks are carried out within the organisation's equal opportunities policies.
- Work within health and safety guidelines and principles, sharing

- responsibility for own health and safety and that of colleagues
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service



## Person specification

- Recent debt advice experience, preferably within a not for profit advice setting and qualified at the MAS Quality Framework supervisor level. (If not qualified to supervisor level as a minimum will have completed MAS accredited training to adviser level and be prepared to undertake training required to reach supervisor level)
- Effective written and oral communication skills
- Ability to support, guide and mentor individuals to develop skills and competence
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment
- Ability and willingness to work as part of a team
- An understanding of office administrative systems and a willingness to follow agreed procedures
- Proficient in IT, including experience of using Microsoft Office suite
- Commitment to continuing professional development
- Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout