



Senior Debt Caseworker

Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation
- The Job Description and Person Specification

Closing date for applications: 12 April 2021 (noon)

Interview dates: 15 & 16 April 2021

Anticipated start date: As soon as possible

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.

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 2019/20 we helped 12,977 people. We handled £9.6m of debt and raised £8.7m in income for our clients.

Citizens Advice Nottingham & District has 45 paid staff and 53 volunteers.

To ensure clients can access the service quickly, we will develop referral routes and protocols with partner organisations and other stakeholders.

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

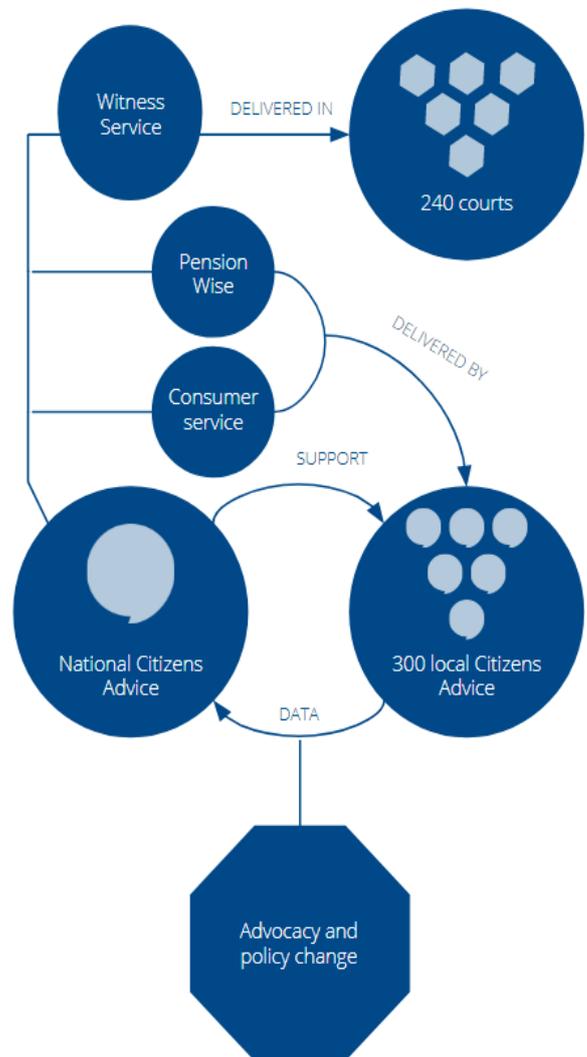
The local network members are all independent charities, delivering services from:

- 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.





Senior Debt caseworker

We are looking for a Senior Debt caseworker to join our dedicated debt casework team. We are committed to providing support to clients within our community and to making a genuine difference to their quality of life and to improving their financial stability.



Job description

Job title:	Senior Debt caseworker
Contract term	Permanent
Reporting to:	Casework Supervisor
Salary:	£23,995 full time Pro rata for part time
Hours:	Full time 37 hr. pw. Part time hours to be agreed
Employers' Pension contribution:	5%
Location:	Based in Nottingham city centre
Purpose of the job:	To provide debt advice and casework and work with the supervisors to support other caseworkers primarily at our main office in the city centre

Main duties and responsibilities

Service Delivery

As part of a team of caseworkers and supervisors:

- Provide advice covering the full range of debt issues.
- Research and explore options and implications so that the client can make informed decisions.
- Act for the client where necessary, drafting letters, budgets, financial statements and carrying out any calculations as appropriate.
- Negotiate with third parties in writing and on the telephone.
- Ensure income maximisation through the take-up of appropriate benefits.
- Meet targets as set by the organisation for debt casework.

- Inform the Supervisor as a matter of urgency regarding any problems in meeting targets and/or managing caseload.
- Ensure that all casework conforms to Citizens Advice Nottingham & District's procedures and the Debt Advice Peer Assessment requirements.
- Maintain accurate and complete electronic case records for continuity of casework, information retrieval, statistical monitoring, and report preparation.
- Take ownership for monitoring own workload e.g. proactively reviewing progress on current cases, outcome of completed cases and quality control
- Support other debt caseworkers to ensure that the advice provided to clients is accurate, effective and tailored to individuals' circumstances (including checking client care letters).
- Assist in maintaining and developing effective administrative systems for good case management.
- To act as a contributing member of the team.

Policy and Campaigns

- 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

- Ensure through reading, training and consultancy, that your own level of knowledge around money advice law is up-to-date and that this is disseminated as appropriate.
- Identify your own training needs in conjunction with the designated supervisor and be prepared to undertake appropriate training in line with your training and progression plan.
- Attend internal and external meetings as agreed with the line-manager.
- Attend supervision sessions which include feedback from file reviews and performance monitoring.

Other duties and responsibilities:

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policy.
- Abide by health and safety guidelines and share responsibility for own 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

Skills and experience:

- Minimum of one year full time (or part time equivalent) of delivering debt advice. **(essential)**
- Hold a MaPS accredited qualification* in debt advice or be working towards one.
- Preferably a DRO approved intermediary (or a willingness to become one)
- Experience of managing a high workload.
- Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met.
- Experience of communicating effectively, both orally and in writing, with a wide range of people, using a variety of channels.
- Ability to analyse and interpret complex information and the ability to explain it to clients clearly.
- Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- An understanding of office administrative systems and a willingness to follow agreed procedures.
- Demonstrable ability to use IT systems and packages, and electronic resources in the provision of advice and case recording.
- Commitment to meet and comply with targets and quality standards.
- Experience of flexible working, according to business need while balancing multiple priorities.
- Understanding of the issues affecting society and their implications for clients and service provision.

Attitude and motivation:

- Interest/enthusiasm for debt advice work.
- Commitment to continuing professional development of self and wider team.
- 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.
- Carry out any other appropriate tasks requested by the Operations Manager or Chief Officer, to ensure effective delivery and development of the service.

** this includes NTIQ PIP 3, NTIQ PIP 2, NTIQ PIP 1, Level 3 Diploma in Money and Debt Advice, Level 2 – 3 Certificate in Money and Debt Advice, Level 2 – 3 Award in Money and Debt Advice, or IMA Certificate in Money Advice Practice.*