



**Job description**

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| **Job title:** | Trainee Debt Advice Support Worker (Kickstart) |
| **Hours:** | 25 per week (Monday – Friday) |
| **Salary:** | National minimum wage |
| **Reporting to:** | Debt Supervisor |

This is an opportunity to:

* make a real difference to people’s lives as a point of contact for the debt team
* build on valuable skills such as communication, digital skills and explaining complex information
* increase your employability
* work with a range of different people, independently and in a team.

After completing an introduction to Citizens Advice and initial training for your role, you will be supported by a supervisor to:

* ensure clients are provided with a service based on sensitivity and respect
* deal with clients by telephone, email and other digital means, enter details on the national case management systems
* provide assisted information, low level advice, and/or signpost/refer clients to other services or book appointments as appropriate
* assist with completing applications to charitable trusts on behalf of clients
* assist with preparing financial statements
* continue ongoing training specific to debt.

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.

Key skills, experience and qualifications:

* Be open and approachable
* Be non-judgmental and respect views, values and cultures that are different to your own
* Have good listening skills
* Have excellent verbal and written communication skills
* Have good IT skills (preferably MS Office)
* Be able to research and understand information and explain it to others
* Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* Be willing to undertake training in your role, including self-study.