



Debt Caseworker

Job description

Purpose: The post-holder will work as part of a team delivering debt advice and casework to clients via face-to-face, telephone and digital channels.

Main duties and responsibilities

Advice and casework

- Provide casework covering the full range of debt advice and where appropriate generalist advice.
- Act on behalf of clients' including making telephone calls and drafting letters to third parties.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Assist clients with other advice needs where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Ensure that all advice and casework conforms to the Office Manual and the General Quality Mark standard as well as funder standards.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

- Ensure that all work conforms to the organisation's systems and procedures.

Research & Campaigning

- Assist with research & campaigning work by collating information about clients' circumstances and enquiries.
- Provide statistical information and regular reports to the management team as required.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to all enquiry areas and undertake appropriate training.
- Read relevant publications and subscribe to appropriate newsletters produced by Citizens Advice.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend internal and external meetings as required.
- Assist with initiatives for the improvement of services.

Administration

- Review and make recommendations for improvements to services.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to the organisation's work and undertake appropriate training.
- Maintain close liaison with relevant external agencies.

Public relations

- Liaise with statutory and non-statutory organisations and represent the service on outside bodies as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

- Demonstrate commitment to the aims and policies of the organisation.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

- 1 Knowledge and experience of generalist advice.
- 2 Knowledge and experience of delivering debt advice and casework.
- 3 Effective oral communication skills with particular emphasis on negotiating and representing.
- 4 Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- 5 Understand the issues involved in interviewing clients.
- 6 Numerate to the level required in the tasks.
- 7 Ability to prioritise own work, meet deadlines and manage caseload.
- 8 Ability to use IT in the provision of advice and the preparation of reports and submissions.
- 9 Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- 10 Ability and willingness to work as part of a team.
- 11 Ability to monitor and maintain own standards.
- 12 Demonstrate understanding of social trends and their implications for clients and service provision.
- 13 Understanding of and commitment to the aims and principles of the service and its equal opportunities policies.