

Debt Caseworker Citizens Advice County Durham

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| Job Title: | Debt Caseworker / Trainee Debt Caseworker |
| Reporting to: | Technical compliance and Commercialisation Manager. |
| Salary: | £24,102 - £26,780 |
| Location: | Hybrid across County Durham |
| Role purpose: | To deliver specialist debt advice and casework to clients. |
| | Key Duties |
| | <ul style="list-style-type: none"> • Provide advice on debt management and welfare benefits, ensuring that the work conforms to the Advice Quality Standard (AQS) and MaPS Debt Advice Quality Framework. |
| | <ul style="list-style-type: none"> • Provide casework covering the full range of debt and giving a holistic education around said debts to empower clients for the future |
| | <ul style="list-style-type: none"> • Act for client where necessary, negotiating with creditors and debt enforcement agencies and negotiate with third other parties as appropriate |
| | <ul style="list-style-type: none"> • Ensure income maximisation through the take up of appropriate benefits and suggesting ways that expenditure could be reduced to create a sustainable budget |
| | <ul style="list-style-type: none"> • Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate. |
| | <ul style="list-style-type: none"> • Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate. |
| | <ul style="list-style-type: none"> • Provide advice and assistance to other staff across the whole range of debt and welfare benefits issues. |
| | <ul style="list-style-type: none"> • Ensure that all casework conforms to the bureau's Office Manual and the Citizens Advice Quality standard and/or Legal Services Commission's Quality Mark as appropriate. |
| | <ul style="list-style-type: none"> • Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation. |
| | <ul style="list-style-type: none"> • Make appropriate referrals for additional help with related issues, e.g. employment, family, housing issues. |
| | <ul style="list-style-type: none"> • Meet project targets, keeping accurate data for statistical and reporting purposes |

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| | <ul style="list-style-type: none">• Assist with campaigns and research by providing data and case studies about any issues identified to the social policy officer. |
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Person Specification

Please answer all points of this within your application form to be considered for this role.

- Recent and ongoing experience of debt advice work. (Knowledge in all areas of debt management, income maximisation including welfare benefits).
- Numeracy skills required to understand statistics and check calculations.
- Excellent communication skills, with good understanding of interviewing skills and general advice work
- The ability to work methodically within defined systems and to maintain accurate records whilst monitoring and maintaining own standards.
- The ability to prioritise tasks, to work towards project targets, meet deadlines and to manage time effectively under own initiative.
- The ability to adjust rapidly, effectively, and intelligently to new developments or changing circumstances.
- The ability to work effectively alone and as part of a team.
- Good practical knowledge of IT systems for case recording, internet/emails, online resources.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.