



# Debt Caseworker

## Job pack

Thank you for your interest in working at Citizens Advice Ashfield. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Ashfield
- The job description and personal specification
- Terms and conditions
- How to apply

Please email your completed application form (as a Word document) to [admin@ashfieldca.org.uk](mailto:admin@ashfieldca.org.uk) no later than the closing date shown below.

CVs will not be accepted as a substitute for the application form.

**Closing Date:** Friday 6th May 2022

Interviews will be held remotely.

Shortlisted candidates will be contacted shortly after the closing date.

## Our values

**Purpose driven.** We always focus on the people who need our help.

**People focused.** We recognise, value and reward contributions and talents in an open, fair and meaningful way.

**Collaborative.** We build relationships across teams and locations to foster innovation and inclusive ways of working.

**Transparent.** We're open and honest, sharing information early and often whenever we can.

## 3 things you should know about us

**1. We're local and we're national.** We have 4 national offices and offer direct support to people in over 250 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 Citizens Advice works

Each Citizens Advice is an independent charity serving their local area. Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming benefits, employment law and much more.

Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people's lives.

We support local economies by maximising people's income and increasing the circulation of money in the local area by helping people claim benefits they are entitled to.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

Citizens Advice works in partnership with local service providers in the voluntary and statutory sectors and provides outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Boards are responsible for setting the strategy and budget for the organisation.

Day to day responsibility for the running of the organisations is with the Chief Executives together with a management team.

We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors.

This is an opportunity to join a successful, forward thinking local charity and be part of a professional team of both staff and volunteers.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members.

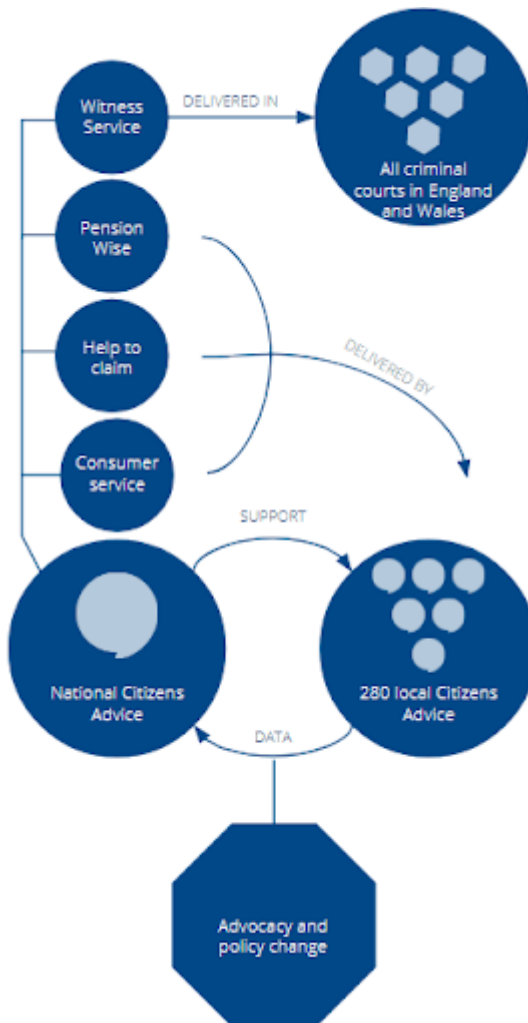
This role sits our network of independent charities, delivering services from

- 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.





## Job description

Job title:	Debt Caseworker
Contract term:	Fixed Term
Reporting to:	Service Manager
Salary:	£25,991 (qualified) pro rata
Hours:	24 per week
Employers' pension contribution	3% auto enrolled into NEST Pension
Location:	Kirkby in Ashfield, Nottinghamshire



## Role profile

### **Role purpose:**

To contribute to debt team targets and to an effective and efficient specialist advice service within the aims, policies and principles of the Citizens Advice service and act as a resource for the generalist advisers.

### **Main Duties and Responsibilities**

#### **Service Delivery**

- To provide a comprehensive money advice, advocacy and casework service to all clients on all matters relating to debt.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- To assist clients to make applications for charitable funds where appropriate.
- Assist clients with other related problems where they are an integral part of their case, including advice on financial capability, and refer to other advisers or specialist agencies as appropriate.
- Make outreach visits as necessary.
- Provide advice and assistance to other staff across the whole range of Money Advice issues.
- Ensure that all casework conforms to the Office Manual and relevant Quality Mark at the Specialist level.

- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Research and Campaigns**

- Assist with research and campaign work by providing information about clients' circumstances.
- Ensure Debt Team are regularly contributing to local and national R&C campaigns.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the Service Manager.
- 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 debt and undertake appropriate training.
- To maintain a detailed knowledge of the welfare benefits system, by attending training and using reference materials and journals.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.
- To attend a minimum of 6 hours professional development training per year.

### **Administration**

- Review and make recommendations for improvements to services.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with relevant policies and procedures and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.
- Maintain a library of reference material and case law.

### **Other**

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.
- Carry out any other tasks appropriate to the role
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



## Person specification

1. An understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
2. Understanding and experience of debt casework.
3. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
4. Experience of working to targets.
5. Effective literacy and numeracy skills.
6. Effective written and oral communication skills, including telephone skills, with particular emphasis on negotiating.
7. Understanding of the issues affecting society and their implications for clients and service provision.
8. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Flexible approach and willingness to work as part of a team.
10. Ability to use IT systems and packages and electronic resources in the provision of debt advice, record keeping and document production.
11. Understanding of and commitment to confidentiality and data protection
12. Meets Citizens Advice Adviser skills competences or willingness to learn
13. A commitment to continuous professional development
14. Ability to prioritise own work, meet deadlines, monitor and maintain own standards.
15. Ability and willingness to follow and develop agreed procedures.
16. Keep up to date with legislative changes in relation to debt advice.
17. An approach to work which is positive, flexible and solution focused
18. Qualified Debt Relief Order Intermediary or willingness to obtain



## Terms and conditions

Contract – This is a fixed term position to March 2023 with the possible extension of a further 3 years subject to funding

Salary – The salary for this post is £25,991 (pro rata) + 3% pension contribution. Salary is paid monthly by bank transfer.

Location – The role will be based in Kirkby in Ashfield, Nottingham with a mix of office and occasional remote working from home. Hours of work – 24 hours per week excluding lunch breaks. Normal full time working hours are 9-5, Monday to Friday however some variation may be required at times to meet the needs of the service.

Probation – There is a period of 3 months for all new entrants. Subject to satisfactory performance the post holder will have their contract status confirmed at the end of their probationary period.

Annual Leave – 34 days annual leave including 8 Bank Holidays.

Pension – On appointment the post holder will be automatically enrolled into a defined contribution, workplace pension scheme, with a contribution from Citizens Advice Ashfield.

Any offer of employment is subject to a satisfactory completion of a standard DBS check.

Nationality and Immigration Control – Any offer of employment will be subject to satisfactory demonstration of the right to work in the UK.





# How to Apply

## **Application Form**

Please complete your application and return it by email (as a Word document) to [admin@ashfieldca.org.uk](mailto:admin@ashfieldca.org.uk) no later than the closing date referred to in the advert. CVs will not be accepted as a substitute for the application form.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

## **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Ashfield does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## **Diversity Monitoring**

Citizens Advice Ashfield values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

## **Information, experience, knowledge, skills and abilities**

This is a key section of the application process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, further details will be provided if you are shortlisted.

## **References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time

education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

### **Criminal convictions**

Anyone who applies to work within Citizens Advice Broxtowe will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Ashfield – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a CRB Disclosure, this will be noted in the application pack.