CLACKMANNANSHIRE CITIZENS ADVICE BUREAU LIMITED

**Debt Adviser**

**Employer:** Clackmannanshire Citizens Advice Bureau Limited

**Location:** Alloa

**Job Title:** Debt Adviser

**Responsible To:** Jane Greig, Deputy Manager

**Summary of main responsibilities**

The Debt Adviser will be responsible for the bureau general debt and housing debt cases. Main duties also include ensuring that advice given meets the quality audits for both Citizens Advice Scotland and Scottish National Standards Type iii. Assisting clients of Clackmannanshire with complex advice assistance and casework across all areas of debt, including housing /council tax and general priority and non-priority debt.

Responsible for carrying and maintaining a caseload in line with FCA and membership requirements.

Prepare regular, accurate debt reports where required in a clear concise manner.

**MAJOR TASKS/ACTIVITIES**

* Effectively manage debt caseload up to and including Scottish National Standards type iii
* Maintain and develop good relationships outside agencies.
* Assist other bureau advisors with debt enquiries when required.
* Provide casework to clients in the area of debt advice
* Provide and ensure you provide holistic advice to clients
* In conjunction with the Training & Volunteer Development Coordinator, assist in the training of bureau advisers to ensure all staff and volunteers are fully trained and updated in debt procedures
* Undertake training and personal development in order to ensure that you are fully upskilled, to include being an approved Money Adviser
* Attend regular debt staff team meetings to ensure consistent working practice
* Produce and provide within timescales reports on projects, as required by funders
* Ensure quality assurance of all debt cases to appropriate standard
* Ensure recording of Client Financial Gain
* Contribute to social policy
* Assist with debt staff recruitment if required
* Work within Clackmannanshire bureau Policies and Procedures at all times Assist with Development of any new debt policies required in conjunction and consultation with other relevant staff.
* Be pro-active in reviewing processes and making any adjustments to ensure best practice.
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously and recorded on our Castle system.
* Undertake any other duties as required to support the development of Clackmannanshire CAB in line with the requirements of the service.

**Accountability**

## Provide written reports as required

## Attend relevant meetings

* Attend annual appraisal
* Attend team meetings as required
* Attend Staff Meetings
* Attend Volunteer meeting if requested by Training & Volunteer Coordinator
* Attend CAB Annual General Meeting