**Clackmannanshire**

**Citizens Advice Bureau**

**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 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 residents of Clackmannanshire with complex advice 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 with outside agencies.
* Assist other bureau advisors with debt enquiries when required.
* Provide casework to clients in the area of debt advice
* Ensure clients are provided with holistic advice.
* In conjunction with the General Services Supervisor, 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 General Services Supervisor
* Attend CAB Annual General Meeting

**Person Specification –Debt Adviser**

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|  | **Essential** | **Desirable** |
| Qualifications | Good standard of general education. Evidence of vocational training and/or qualification | Citizens Advice Bureau certificate of competence in generalist advice work |
| Experience | Experience in Advice work in the area of Debt Advice.  Current experience in office systems and procedures  Experience in dealing with vulnerable clients.  Experience in other advice areas such as welfare rights and housing and in giving holistic advice  Experience of DAS case management | Experience of working within an advice setting.  Experience in providing reports to funders/management.  Representation experience at court/ tribunal |
| Skills and Attributes | A high level of accuracy and attention to detail  Able to maintain strict confidentiality  Able to communicate ideas in writing and orally.  Excellent organisational skills  Ability to review systems and procedures and develop alternatives when appropriate.  Attention to detail.  Good Verbal communication skills, including the ability to deal appropriately with a range of people both face to face and by telephone. | Experience in presenting debt training to staff and volunteers |
| Values and Attitudes | Commitment to team working  Commitment to the principles of the CAB  Ability to monitor and maintain own standards.  Ability to work with minimum supervision  Able to work on own initiative and to be innovative | Willingness to progress in the role and develop skills to a higher level. |
| Knowledge | Ability to use IT packages, email, including Microsoft word, & Excel, database packages and electronic diary management | Knowledge of the local area and organisations.  Awareness of the use  Social Media, Facebook, Twitter for use on behalf of the Bureau.  Experience of using the castle case management system. |
| Other | Flexibility in carrying out the responsibilities of the post.  Current PVG scheme disclosure or ability to acquire one. | Full driving license and use of a vehicle |