CLACKMANNANSHIRE CITIZENS ADVICE BUREAU LIMITED

**Debt Team Coordinator**

**Employer:** Clackmannanshire Citizens Advice Bureau Limited

**Location:** Alloa

**Job Title:** Debt Team Coordinator

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

**Summary of main responsibilities**

The Debt Team Coordinator will head up a small team of staff and will be responsible for the day-to-day responsibility for the bureau debt related projects including being responsible for a high level of quality assurance within their team. Main duties also include ensuring that advice given by the team meets the quality audits for both Citizens Advice Scotland and Scottish National Standards Type iii. Will report on projects and prepare regular, accurate debt reports for the Deputy Manager & Managing Director and funders in a clear concise manner. Act as session supervisor on occasions if required.

**MAJOR TASKS/ACTIVITIES**

* Effectively manage debt caseload up to and including Scottish National Standards type iii
* Effectively manage projects which come within the remit of the post
* Maintain and develop good relationships outside agencies.
* Oversee all debt projects
* Line Manage staff in the debt team and ensure they are suitably resourced, developed and trained
* Responsible for holiday arrangements, attendance, reviews & appraisals for the team
* Ensure adequate cover is available to deal with debt clients
* Ensure all requirements for debt advisers are met including being an approved Money Adviser as defined in legislation and not being barred from the role.
* Provide casework to clients in the area of debt advice
* Provide and ensure the team provides holistic advice to clients
* In conjunction with the Training & Volunteer Development Coordinator, 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
* Hold regular debt staff team meetings to ensure consistent working practice
* Produce and provide within timescales reports on projects managed, as required by funders
* Ensure quality assurance of all debt cases to appropriate standard
* Ensure recording of Client Financial Gain
* Contribute to and ensure contribution by the team to social policy
* Assist with debt staff recruitment if required
* Work within Clackmannanshire bureau Policies and Procedures at all times and ensure that team members do the same. Develop any new debt policies required in conjunction and consultation with the Deputy Manager
* 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
* 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 as advised by the Deputy Manager or Managing Director

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