**Hamilton Citizens Advice Bureau**

**Position:** Money Advice Caseworker/ Session Support

**Employer:** Hamilton Citizens Advice Bureau

**Location:** Hamilton CAB

**Hours:** 35 hours per week

**Main Responsibilities**

1. Providing support and capacity building of money advice within the Generalist service
2. Providing Type II money advice casework service
3. Providing Session Support for Volunteers on a weekly rota

**Duties & Specific Tasks**

1. **The Service**
* To provide technical support and on-job training for volunteer advisers
* To undertake detailed casework at Type II level on debt matters
* To provide session support to volunteer advisors
* To provide technical and casework supervision for volunteer money advisers
* To comply with Scottish National Standards of Information and Advice Adviser competences and Citizens Advice Membership Standards
1. **Organisation**
* To operate within SNS and Hamilton CAB policies, procedures and operational framework
* Liaise with CAB colleagues in the In-Court and other services to improve and develop accessibility of money advice service
* To be flexible and able to work evenings and on Saturdays to meet the needs of changing demand
* To maintain partnerships with local money advice and other agencies and co-operate to ensure appropriate use of services
* Participate in the delivery of the Bureau’s money advice and related training sessions
1. **Bureau Management & Development**
* To participate in ensuring the Bureau Health & Safety, Data Protection and Confidentiality Policies are put into practice and systems maintained
* To contribute to the collation, gathering and reporting of information for the purposes of local and national social policy work
* To participate in staff meetings, individual supervision sessions, training and development to meet identified individual and organisational needs
* To contribute to the strategic development of the Bureau’s services and development
* Undertake any other reasonable duties as requested by Bureau Manager

**Hamilton Citizens Advice Bureau**

**Person Specification – Money Advice Caseworker**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | Literate; NumerateCAS Adviser Training Programme Evidence of completion/ CPD to MAQAF | Money Advice Practice Certificate  |
| **Experience**  | Recent experience of providing generalist advice across all main areas of adviceRecent experience of providing money advice to SNS Type II competence Experience of using debt systems and procedures | Supporting and supervising volunteersUnderstanding of court procedures and papers relating to debtNetworking with other organisations |
| **Skills & Attributes** | Excellent written and oral communication skills; IT proficiency – good working knowledge of advice and office software packagesAbility to ‘coach’ and mentor new and existing volunteersAttention to detail Problem- solving skillsAbility to work under pressureAbility to supervise a busy front line serviceAbility to conduct detailed negotiationsAbility to manage time and prioritise workloadAbility to be flexible in approach to meet individual needsAbility to work on a 6 day rota to meet changing demand  |  |
| **Values & Attitudes** | Support the principle of volunteerismCommitment to team working approachCommitment to equality of opportunitySupport the aims and principles of Citizens Advice  |  |
| **Knowledge** | A sound working knowledge of generalist advice giving across all advice areas.A knowledge of money advice strategiesA sound working knowledge of welfare benefits and of the legal rights of debtors and creditorsA working knowledge of Microsoft software and related packagesA working knowledge of the AIB DASH/ BASYS systems An understanding of and commitment to aims, principles and policies of the service.An understanding of the role of volunteers and their motivation  | A working knowledge of the CASTLE case management system |