**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; Numerate  CAS 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 advice  Recent experience of providing money advice to SNS Type II competence  Experience of using debt systems and procedures | Supporting and supervising volunteers  Understanding of court procedures and papers relating to debt  Networking with other organisations |
| **Skills & Attributes** | Excellent written and oral communication skills;  IT proficiency – good working knowledge of advice and office software packages  Ability to ‘coach’ and mentor new and existing volunteers  Attention to detail  Problem- solving skills  Ability to work under pressure  Ability to supervise a busy front line service  Ability to conduct detailed negotiations  Ability to manage time and prioritise workload  Ability to be flexible in approach to meet individual needs  Ability to work on a 6 day rota to meet changing demand |  |
| **Values & Attitudes** | Support the principle of volunteerism  Commitment to team working approach  Commitment to equality of opportunity  Support 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 strategies  A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors  A working knowledge of Microsoft software and related packages  A 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 |