* **Job Title:** Case Worker – Debt & Benefits
* **Responsible to:**  Money & Benefits Development Manager
* **Salary:** £26,005 - £28,785
* **Fixed Term until March 2022 (continuation dependant on funding)**
* **Hours: 35 hours per week (flexible to meet the demands of the service)**

# About the role

To provide a full debt counselling service, including support and information in relation to statutory benefits and take up of these benefits. Benefit Appeal preparation and representation, income maximisation and budgeting.

The prime function of all paid posts in the bureau is to support the organisation’s volunteer based generalist advice service and to contribute to national and local social policy developments and activities.

Whilst each support worker holds their own specialist skills, knowledge and role within the organisation, every worker is expected to work with and assist each other worker to promote and provide high quality advice provision expected by a CAB.

This role is based in Dundee Citizens Advice Bureau. As a result of the COVID-19 crisis, all CAB staff are mainly working from home and we would therefore expect the successful candidate would be required to work from home initially. We are presently re-opening our offices in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to mainly work from home initially, but be aware that attendance, not necessarily full time, at the normal office base will be required.

# Job description

**Key responsibilities**

* To conduct face-to-face, telephone and web chat interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
* Undertake detailed case work on multiple debt problems
* Completing benefit claim applications for service users and to maximise individuals income.
* Undertake details case work on benefit appeal applications and representation at appeals.
* To liaise where appropriate with bureau staff and other relevant agencies as appropriate
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* To ensure that all work meets quality standards and the conforms to the bureau’s policies and procedures
* Maintain expertise in relevant legislation e.g. welfare rights, debt and bankruptcy
* Assist in the training and supporting of advice workers
* Attending team/staff meetings as required

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau Director.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Recent experience of providing welfare rights and benefits advice, budgeting advice/debt advice and related practical advice in a bureau or similar setting
* Experience of working with people with multiple and complex needs
* People skills to solicit disclosure of client issues whilst maintaining emotional objectivity and professionalism
* An understanding of the impact of Welfare Reform on clients and an awareness of the landscape of support agencies available to clients
* Ability to work without supervision and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent communication skills: oral, written and presentation, including the ability to communicate complex information in a clear and accessible manner.
* Proven organisational and time management skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Ability to use telephony and IT systems to deliver services across multiple channels (face-to-face, web chat and telephony)
* Ability to display flexibility in a challenging working environment

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**The Dundee** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SCO11657**

**Charity name: Dundee Citizens Advice Bureau**