**Job Title:** Debt Support Worker

**Responsible to:** Chief Officer/Operations Manager

# About the role

The Debt Support Worker will provide a first point of contact to clients approaching the bureau with debt issues. They will take the initial details for clients, help with benefits checks and income maximisation, and support the Debt Adviser and Trainee Debt Adviser with their caseloads by helping collect necessary paperwork for clients and supporting with administrative activities carried out by the Debt Team.

# Job description

**Key responsibilities**

* Communicate with clients by telephone, e-mail and face-to-face to identify debt issues and collect initial information to be passed to the Debt Adviser and Trainee Debt Adviser
* Advise clients on ways to maximise income by checking benefit entitlement including ‘better-off’ calculations, checking tax codes or entitlement to grants or other options for increasing income
* Support the Debt Adviser and Trainee Debt Adviser with their caseloads by contacting clients to follow up on paperwork requests, support with collating paperwork, filing and other related duties as required
* Monitor the Debt Enquiries inbox
* Record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* Assist the Debt Team with the promotion of the service.
* Apply CAB aims, principles and policies when dealing with money advice enquiries.
* To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice as well as the requirements of the funder

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the Chief Officer or Operations Manager.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Customer service experience in a face-to-face and/or telephone-based environment
* 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 oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational 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

**Desirable**

* Experience of working with people with multiple and complex needs
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Experience of providing debt advice to at least Type II Money Debt Advice as outlined in the Scottish National Standards for Information and Advice Providers Framework.
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the disclosure of criminal history information

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**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**