**Clydesdale Citizens Advice Bureau**

**Debt Co-ordinator/ Generalist Support Worker**

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but is not intended as a wholly comprehensive or permanent schedule.

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| **1. Background**  Our Bureau provides confidential, free, independent and impartial advice to those who live and work in the Clydesdale area. We offer generalist advice on issues in areas such as Benefits, Consumer Matters, Council Tax, Employment, Utilities, Family and Personal Matters, Housing and Debt. Our specialist services offer support and representation with regard to debt, benefits, pensions, issues with the NHS and services for members (and ex-members) of the Armed Services and their families.  Advisers not only offer advice but also negotiate and act on behalf of clients. All advisers are trained to Citizens Advice Scotland standards.  The Bureau provides a service to the people of Clydesdale through its office in Lanark and through outreach provision in a number of outlying areas.  Advice is based on an electronic information system provided by Citizens Advice Scotland of which the Bureau is a member.  Our organisation is wholly independent and we receive our core funding from South Lanarkshire Council. Bureaux are autonomous bodies under the control of a local Committee of Management or Board of Directors. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and volunteer representatives. The Bureau has a Manager, five paid posts and a team of volunteers. All staff of the Bureau and its Board of Directors place great value on teamwork, which is a noteworthy characteristic of it. |

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| **2. Remit**   * Under the direction of our Manager, to have and to share responsibilities for the implementation, management, administration, organisation, operation, evaluation and promotion of our Debt Advice Service and its range of activities. * Maintaining expertise in relevant legislation e.g. welfare rights, debt and bankruptcy * To support clients through all stages of their debt cases by providing appropriate advice on debt relief and remedies, gathering and recording all relevant information in order to prepare cases fully and liaising with other agencies as necessary. * Provide technical and practical support for volunteer workers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions * To advise clients, especially with regard to issues related to debt advice. * To retain the National Standards in Money Advice alongside the staff and volunteers who specialise in these areas * To prepare reports, submissions and other papers. * To communicate with the Manager and colleagues on the Debt Service function. * Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously * Ensure that volunteer workers produce accurate, legible and complete client records * Undertake detailed casework on multiple debt problems. * Authorise the production of standard letters and/or original correspondence necessary to progress client cases. * Maintaining detailed statistics of individual debt cases. * Supervising, training and supporting advice workers dealing with generalist and debt advice enquiries. * To take responsibility for day to day management of debt work and running of the office. * Attend team/staff meetings as required. * Establish/improve liaison with other agencies, community groups * Undertake other tasks as may reasonably be requested.   Further opportunities will be taken to allow the Debt Co-ordinator/Generalist Support Worker to exercise responsibility, show initiative and creativity and practice management skills commensurate with her/his experience, abilities and interests under the leadership of the Manager and in pursuit of the priorities of the Bureau as established by its Board of Directors.  **These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake** |

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| **3. Person specification**  Essential for appointment and holding of the post   * Friendly and approachable manner and ability to support and show respect for all clients, regardless of their circumstances or reasons for seeking advice. * Agreement to observe the strictest level of confidentiality on all matters relating to clients. * Ability to manage workload to accommodate variation in demand for service and in resources available. * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to work as part of a team * Ability to communicate effectively, both orally and in writing * A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors * A knowledge of money advice and associated legislation is essential, particularly relating to debt options, in Debt Arrangement Scheme and Sequestration. * A working knowledge of Microsoft software and related packages * An understanding of and commitment to aims, principles and policies of the service. * Commitment to the principle of a client driven, volunteer led service. * Demonstrable commitment to equal opportunities.   Highly Desired   * Ordinary/Standard Grade/National 5 level qualification (grade/level 1-3), in English and Mathematics/Arithmetic (or obtained this level through prior working experience) * Willing to undertake appropriate further training and to complete CAB adviser training. * A knowledge of debt and benefits issues * An understanding of advice work * Experience of working with volunteers. * Experience of working within the voluntary sector and front line contact skills |

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| **4.Employment conditions**  **Location**  The post will be based in our Bureau in Lanark but may involve occasional travel within the Clydesdale area.  **Reports to**: the Manager  **Salary**  £23,240 per annum for a 34-hour week, Monday to Thursday: 9.00am to 5pm, Friday: 9.00am to 4pm. (including 1 hour lunch break).  **Holidays and Sick Pay**  28 days paid holiday per annum (plus public holidays).  **Fixed Term until March 2018 initially (will be extended subject to further funding being made available).** |

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| **5. ADDITIONAL COMMENT**  **Applicants for these posts should be under no illusions about the extent of hard work and pressure involved in these challenging and interesting jobs. The posts demand a high level of commitment. No overtime is given.**  **Expenses are reimbursed for travel related approved duties.** |