**Clydesdale Citizens Advice Bureau **

**Debt Adviser**

**Maternity Cover up to 30th September 2020**

**Interviews 3rd September 2019**

**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 counselling and representation with regard to debt, benefits, pensions, issues with the NHS and services for Money Advice and 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.

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 the teamwork, which is a noteworthy characteristic of it. Core funding is provided by South Lanarkshire Council.

**Remit**

Under the direction of our Manager to support clients through the 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 communicate with the Manager and colleagues on the Debt Service function.

**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.
* Provide support for volunteer workers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions.
* Maintain expertise in relevant legislation e.g. welfare rights, debt and bankruptcy.
* Undertake detailed casework on multiple debt problems.
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
* Ensure that ongoing cases are progressed, recorded and filed appropriately
* Maintaining detailed statistics of individual debt cases.
* Supporting advice workers dealing with generalist and debt advice enquiries.
* To take responsibility for day to day management of debt work.
* Attend team/staff meetings as required.
* Establish/improve liaison with other agencies, community groups
* Undertake other tasks as may reasonably be requested.

Highly Desired

* A knowledge of debt and benefits issues
* An understanding of advice work
* Experience of working with volunteers
* Experience of providing a service to clients
* A full driving license and record that will not lead to an insurance premium supplement

**Employment conditions**

**Location**

The post will be based in our Bureau in Lanark but may involve occasional travel within the Clydesdale area.

**Salary**

£21,476 per annum( pro-rata) for a 28-hour week, Monday to Thursday: 9.00am to 5pm, (including 1 hour lunch break).

**Holidays and Sick Pay**

28 days paid holiday per annum (pro-rata, plus public holidays).

**Michelle Mair, Manager**