**Hamilton Citizens Advice Bureau**

**Position:** Money Advice Caseworker

**Employer:** Hamilton Citizens Advice Bureau

**Location:** Hamilton

**Hours:** 35 hours per week – to be agreed

**Fixed Term:** 31st March 2022 – extension subject to funding availability

**Supervisor:** Money Advice Lead Officer

**Main Responsibilities**

1. Providing Type II money advice casework service as part of the Hamilton CAB Money Advice Team

**Duties & Specific Tasks**

1. **The Service**
* To undertake detailed casework at Type II level on debt matters
* To provide technical support to volunteer 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 supporting the SL CAB Debt Helpline service, the In-Court Advice and other services to improve and develop accessibility of money advice service
* To maintain good working relationships with local money advice and other agencies and co-operate to ensure appropriate use of services
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
* To provide written reports for the Bureau Manager as requested
* 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; NumerateCAS Adviser Training Programme Evidence of completion/ CPD to MAQAF | Money Advice Practice Certificate  |
| **Experience**  | Recent experience of providing money advice to SNS competence Experience of using debt systems and procedures | Supporting and supervising volunteersUnderstanding of court procedures and papers relating to debtNetworking with other organisations |
| **Skills & Attributes** | Excellent written and oral communication skills; IT proficiency – good working knowledge of advice and office software packagesAbility to mentor new and existing volunteersAttention to detail Problem- solving skillsAbility to work under pressureAbility to conduct detailed negotiationsAbility to manage time and prioritise workloadAbility to be flexible in approach to meet individual needs |  |
| **Values & Attitudes** | Support the principle of volunteerismCommitment to team working approachCommitment to equality of opportunitySupport the aims and principles of Citizens Advice  |  |
| **Knowledge** | A knowledge of money advice strategiesA working knowledge of Microsoft software and related packagesA working knowledge of the AIB DASH/ BASYS systems An understanding of and commitment to aims, principles and policies of the service.A sound working knowledge of welfare benefits and of the legal rights of debtors and creditorsAn understanding of the role of volunteers and their motivation  | A working knowledge of the CASTLE case management system |