

Inverness, Badenoch and Strathspey Citizens Advice Bureau



Job title: Money & Housing Adviser

Reporting to: Deputy Manager

Purpose of Role

To work with the existing team to enhance the services ability to provide level III (National Standards) in money advice and housing. To provide senior level housing and debt advice to other teams via second tier support and to carry a caseload that reflects this ability in both money and housing advice.

Location: **Office Based: Union Street, Inverness**
Some flexibility may be possible

Salary: IBS Point 6 £24,396 to £26,654 per annum.

Hours: Full time - 35 hours per week
(Some flexibility in working hours may be required / possible)

The application process:

Application deadline: January 13th 2022 at 12 noon.

Interview date: **TBC**

Key Duties

- Work with the team to undertake detailed casework on multiple and complex debt problems, including the preparation of financial statements, negotiation with creditors and maintenance of detailed case notes. Work with other staff to enhance the standard in housing advice and be able to represent at court and tribunal for housing matters and, where appropriate, debt cases also.
- In co-operation with Advice and Services Coordinators ensure a systematic approach to cases and that a full advice service is given to clients.
- Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously and casework is followed up and to

- Support the Senior Leadership Team with production of reports and information for funders.
- Be pro-active in reviewing processes and consult with and work alongside the team and staff / volunteers.
- To train and support Advisers (voluntary and paid) in money advice and housing issues.
- To assist with case checking, feedback and peer review within money advice and housing to meet standards of Money Advice Scotland, AIB, MAS, CAS, Bureau and Scottish National Standards for advice providers quality standards.
- Have a thorough knowledge of and be able to identify the appropriate option for money advice clients and support the client in that option. Including sequestration, protected Trust Deeds and a payment plan under the Debt Arrangement Scheme.
- Meet the competencies as required by the Money Advice Quality Framework for case workers.
- Meet the competencies required to become an authorised person for the purposes of issuing certificates of sequestration (Home Owner and Debtor Protection (Scotland) Act 2010).
- Meet the competencies required to become an authorised person for the purposes of registering clients for a payment plan under the Debt Arrangement Scheme.
- Keep accurate and up to date case records on CASTLE (Case recording System) and ensure the maintenance of an effective case management system.
- Ensure the maintenance of detailed statistics in relation to individual debt and housing clients. Including recording of all client financial gain.
- Attend team/staff meetings and training as required.
- Produce reports as requested by the Bureau Management and Board of Directors
- Work co-operatively with Bureau staff to publicise the work of the Bureau, raise awareness of money management and undertake preventative work by supporting or undertaking relevant community initiatives.

PERSON SPECIFICATION:

Essential criteria:

Qualification:

- Qualified to degree level or equivalent is desirable or ability to clearly evidence being able to carry out the tasks required.

Technical skill:

- Experience of money advice and housing case work, up to and including representation.

- Ability to coach and develop others in providing advice.
- An evidenced commitment to continuous professional development.
- Proficient in use of IT systems
- Ability to work under pressure, facing competing demands and finding appropriate solutions.
- Experience of contributing to organisational change and development.

Values and Behaviours:

- Strong communication and team working skills.
- Strong organisational skills particularly for case management.
- An understanding of and respect for the volunteer led ethos of CAB and an ability to reflect this in their day to day work.
- Approachable and friendly; able to build strong working relationships, based on trust and respect.
- Ability to maintain confidentiality at all times.
- A positive can-do and proven effective approach to problem solving and challenging situations.
- Demonstrable commitment to the aims and principles of Citizens Advice.

How to apply

Applications can be downloaded directly using the link on this website.

Completed applications or requests for further information should be sent to by the deadline date to:

admin@invernesscab.casonline.org.uk

Completed applications may also be posted to:

**Recruitment
Inverness Badenoch & Strathspey CAB
29-31 Union Street
Inverness
IV1 1QA**