

## **JOB DESCRIPTION**

Title of Post: MAS Debt Caseworker

Responsible to: Debt Supervisor

Base or work: Norfolk offices

Hours of Work: 30

### **CONTEXT**

Norfolk Citizens Advice is one of the largest bureaux in the country in terms of numbers of advice workers (most of whom are voluntary). The Bureau is an independent organisation providing free, confidential information, advice and advocacy to the public.

Aim: To provide an effective and efficient specialist debt service within the aims, policies and principles of the Norfolk Citizen's Advice service and the MAS contract

### **1.0 Debt Advice casework**

Provide a full money advice service on all aspects of multiple debt:

- 1.1 Assisting clients to prepare their financial statements
- 1.2 Advising clients of maximising income and minimising expenditure, including advising on benefit entitlement
- 1.3 Negotiating by letter, telephone or in person, with all the creditors and other agencies that affect the client requiring money advice, eg fuel companies, local authorities, government departments, consumer credit companies etc
- 1.4 Advising on court procedures and advising and assisting with the preparation of Court papers
- 1.5 Representing the client at court as appropriate
- 1.6 Administer cases in accordance with unit policies and practices and to the requirements of Citizens Advice Quality Standards
- 1.7 Make home visits as required
- 1.8 Assist clients with other associated problems, referring to other advisers/agencies as appropriate

### **2.0 Liaison**

- 2.1 Liaise with other advice workers and agencies in the area and establish contact with other bodies in relation to the work of the project
- 2.2 Under the direction of the manager, liaise with other staff and funders

- 2.3 Willingness to speak to the media on matters relating to specialism
- 2.4 Train Norfolk Citizens Advice staff and volunteers in your specialism, as and when required
- 2.5 Participate in the specialist team rotas as and when required

### **3.0 Wider Environment**

- 3.1 Keep up to date with changes in legislation, policies and practices in relation to money advice, identifying your own training needs where appropriate, Sharing such information to other members of the team
- 3.2 Support generalist advice by acting as a debt consultant, organising and delivering training and quality monitoring for generalist case records
- 3.3 Organise meetings of the face to face team workers and other workers as appropriate
- 3.4 Participate in the work of the department as a team member, being prepared to give and receive support from other members
- 3.5 Proactively, as required by funders and Norfolk Citizen's Advice management collate statistical data as reports to the Norfolk Citizens Advice accounts team.
- 3.6 MAS-funded debt advisers must undertake 16 hours/equivalent of Continuous Professional Development (CPD).

### **4.0 Administration**

- 4.1 Administrate cases in accordance with unit policies and practices and to the requirements of funders.
- 4.2 Carry out all administration and clerical duties including database entry of all records upon the Bureau's nominated database, ensuring all required records are kept up to date.
- 4.3 Maintain your electronic diary for appointments and next actions
- 4.4 Check eligibility of client prior to interview
- 4.5 Ensure all required records and statistical information are kept up to date on files and submitted on time for monthly reports, including relevant information to meet the contractual deadlines.
- 4.6 Ensure that social policy issues that affect both locally and nationally, are actively informing organisational policy and practice
- 4.7 Maintain case recording systems to permit monitoring and analysis.
- 4.8 Contribute suggestions on improvements to policies and procedures contained within the Office Manual
- 4.9 General typing/word processing, filing, photocopying and other clerical duties.
- 4.10 Dealing with phone calls from clients and third parties, and taking messages for team members. Dealing with referrals from outside agencies and generalist advisers in the bureau.

4.11 Sorting the incoming and outgoing post.

## **6.0 Targets**

6.1 Meet performance targets required by the Bureau and key stakeholders

## **7.0 General**

7.1 To carry out such tasks where appropriate as determined by the manager

## **8.0 Equal Opportunities**

8.1 To carry out the above within the spirit and practices of the unit's equal opportunities policies and to conform to the standards of behaviour and professionalism as laid down in unit procedures and policies.

## MAS Debt Caseworker

### Person Specification

The following criteria will be used in short listing for the interview so it is important that you give as much detail as possible on your application form.

Essential	Desirable	How Assessed
Substantial experience of delivering a specialist casework service to meet set targets		Application / Interview/ test
Experience of advising clients face-to-face particularly on debt and welfare benefits issues		Application / Interview/ test
Experience of negotiating with third parties over the telephone		Application / Interview/ test
Qualified or part qualified Citizens Advice Adviser or willing to achieve the Citizens Advice Generalist Advice Work Certificate as a priority		Application / Interview
	Qualified DRO Intermediary	Application
Non judgemental, willing and able to work in accordance with equal opportunities policies		Interview/ test
Willingness and ability to undertake representation and advocacy on behalf of clients in court and at tribunals as dictated by the case needs in the particular category		Application / Interview
Experience of planning and prioritising own work load		Application / Interview/ test
Good time management skills		Interview
Experience of working to and achieving targets		Application / Interview
	Access to personal transport	Application / Interview
Experience of using computers to	Experience of using	Application / Interview

assist in service delivery	PETRA	
	Experience of representation at court or tribunal	Application / Interview
	Experience of providing training for staff	Application / Interview
	Experience of working with people with mental health issues, or people with disabilities	Application / Interview