



## **DEBT CASEWORKER – JOB DESCRIPTION**

<b>ROLE:</b>	<b>Debt Caseworker, Citizens Advice Bromley</b>
<b>RESPONSIBLE TO:</b>	<b>Casework Outreach Manager</b>
<b>DURATION:</b>	<b>5 Days a Week - Fixed Term to 30 June 2019</b>
<b>SALARY &amp; SCALE:</b>	<b>£24,000 - £26,000 depending on experience</b>
<b>LOCATION:</b>	<b>Citizens Advice Bromley + Bromley Outreaches Community House, 4 South Street, Bromley BR1 1RH</b>

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### **JOB PURPOSE:**

Citizens Advice Bromley delivers high quality advice services from our office in Bromley and our outreach locations in Beckenham & Penge and Orpington.

With substantial knowledge and experience in debt advice you will join our team as a Debt Caseworker on our Money Advice Capitalise Debt partnership project.

You will have recent experience as a Debt Caseworker with direct involvement in advising clients on debt issues and income maximisation. Looking at debt intervention you will also have, or be willing to develop as a Debt Relief Order Intermediary.

You will join us at an exciting time with more working partnerships and expansion of our outreach services as well as developing different channels of working in our main office in the heart of Bromley.

You will be based in both our office in Bromley and at our outreaches in the Borough.

## **Key work areas and tasks:**

### **Casework**

- Provide casework covering the full range of debt
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Make home/outreach visits as necessary.
- Provide advice and assistance to other staff across the whole range of debt issues.
- Ensure that all casework conforms to Citizens Advice Bromley's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- Ensure that all work conforms to Citizens Advice Bromley's systems and procedures.

### **Research and campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

### **Professional development**

- Keep up to date with legislation, case law, policies and procedures relating to [specialism] and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

### **Administration**

- Review and make recommendations for improvements to bureau services.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.

- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.
- Maintain a library of reference material and case law.

#### **Public relations**

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

#### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **Person Specification**

### **Essential**

- At least two year's, or equivalent, competencies in debt advice of which at least one years' knowledge and experience of debt advice to casework level
- Effective oral communication skills with particular emphasis on negotiating and representing.
- Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
- Understand the issues involved in interviewing clients.
- Numerate to the level required in the tasks.
- Ability to prioritise own work, meet deadlines and manage caseload.
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain own standards.
- Demonstrate understanding of social trends and their implications for clients and service provision.
- Understanding of and commitment to the aims and principles of the CAB service and its equality and diversity policies.

### **Desirable**

- Experience of Financial Capability work debt intervention, or willingness to develop this area
- Proficient as a Debt Relief Intermediary or have a willingness to train in this role.