

**Trainee Money Advice Caseworker**

**Job Title: Trainee Money Advice Caseworker**

**Salary: £21,933**

**Hours: 37 hours per week**

**Benefits: Pension, generous leave package, family friendly policies & birthday off.**

**Responsible to: Service Delivery Manager – Money Advice**

**Contract Type: Fixed term to 31st March 2022 (possibility of continuation subject to funding)**

**Closing Date: Friday 24 September 2021 at 1700**

  **The role**

Citizens Advice offers free and confidential advice by telephone, on line and in person. We give people the knowledge and confidence to deal with their problems. We help with everything from debt issues to problems at work, from housing matters to Money Advice.

Citizens Advice Bedford is looking for a Trainee Money Advice Caseworker to work as part of a diverse and well-used service, providing advice and assistance to service users with debt and money advice issues. The purpose of the role is to support the Money Advice Caseworkers and ensure that the advice provided is accurate, effective and tailored to the client’s individual circumstances.

After intensive training you will provide debt support, money advice and financial capability for one of our debt contracts. It is an exciting role helping people, often those at greatest risk of vulnerability with a broad range of often complex debt & housing problems and will advise on budgeting, prioritisation and income maximisation.

There will be targets to meet and caseloads to manage. The post-holder will enjoy variation in where they work; whilst based at our office in Bedford Borough you could be working one day at a partnering organisation or another office within Central Bedfordshire.

This role is very demanding so you must be confident of your ability to think clearly and work under pressure.

Every local Citizens Advice is a registered charity. Different application procedures are adopted by individual local Citizens Advice. Contact the relevant one as outlined in the information about this role. You should not send an application form to national Citizens Advice.

All local Citizens Advice produce their own annual report, but you can find out more about the Citizens Advice network or download the latest national Citizens Advice annual report.

Application deadline: Friday 24 September 2021 at 1700.

  **Role profile**

**Key work areas and tasks**

**Casework**

After training, provide casework covering the full range of housing/debt issues including;

* Assist and provide advice to clients on debt matters, including those with a specific focus on housing debt, including but not limited to rent arrears, mortgage arrears, housing benefit issues and evictions.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
* Ensure income maximisation through the take up of appropriate benefits.
* 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.
* Ensure that all work meets strict quality standards as required by Citizens Advice.
* Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Ensure that all work conforms to Citizens Advice’s systems and procedures.

**Research & Campaigns**

* Assist with social policy work by providing information about clients' circumstances where appropriate.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.

**Professional development**

* Keep up to date with legislation, case law, policies and procedures relating to money advice and undertake appropriate training.
* 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.

**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.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

  **Person specification**

**Essential**

1. A basic understanding of debt & housing issues and an awareness of the potential issues faced by claimants.
2. Experience/qualifications or background in law or financial services.
3. Demonstrate the commitment and ability to undergo the intensive training required for a caseworker role.
4. A valid driving license and own a vehicle for use at work.
5. An excellent standard of oral and written English.
6. Able to transport heavy files, folders and reference materials.
7. Able to work independently working in different locations throughout Bedford Borough & Central Bedfordshire.
8. Excellent IT and experience using a client management system.

**Desirable**

1. Basic or higher knowledge of DRO’s, IVA’s & Bankruptcy
2. Ability to use active listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of appointments.
3. Ability to write high-quality, accurate and detailed reports following client meetings to demonstrate that advice and casework has been provided in accordance with the set quality standards.
4. The ability to use IT in the provision of advice, administration duties, and the preparation of reports.
5. Excellent time management skills and the ability to manage a demanding caseload.
6. Past experience of successfully performing to a high standard when working in a pressurised and demanding role or environment.
7. Self-motivated and able to work effectively as part of a team.
8. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
9. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job