



Money Advice Caseworker

Person Specification

Thank you for your interest in working at Citizens Advice Bedford. This document sets out the person specification for the role of a Money Advice Caseworker. The Job Description is available as a separate document on the vacancy page. Please read both documents thoroughly before deciding to apply.

You will be expected to evidence how you meet the person specification as part of your online application. Failure to address each part of this specification is likely to result in your application being unsuccessful.

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

The following criterion are taken into account

9. Basic or higher knowledge of DRO'S, IVA's & bankruptcy
10. 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

11. 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
12. The ability to use IT in the provision of advice, administration duties, and the preparation of reports
13. Excellent time management skills and the ability to manage a demanding caseload
14. Past experience of successfully performing to a high standard when working in a pressurised and demanding role or environment
15. Self-motivated and able to work effectively as part of a team
16. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
17. 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.