



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

**JOB TITLE:** Trainee Debt and Generalist Caseworker

**Salary:** £18,638 (FTE)

**Hours of Work:** 30 hours per week, Monday to Thursday 9:00 to 17:00

**Location:** Citizens Advice Mid Mercia – currently working remotely but includes working from offices in Tamworth and Church Gresley.

**Status:** Fixed term employment contract until 31<sup>st</sup> March 2022 – possible extension subject to funding.

**Closing Date:** When a suitable person is found

**Interview Date:** To be arranged

**Start Date:** 1<sup>st</sup> April 2021 or as soon as possible

## Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job. We welcome applications from people with disabilities.

## Our CORE values

**Communicate:** We will be consistent, positive, passionate, and listen.

**Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

**Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

**Effective:** We will deliver quality, focus on detail and be professional.

## Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

## The Service

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby city, East Staffordshire (Burton-upon-Trent and Uttoxeter), and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

This role will be based within our Tamworth Advice Centre team providing advice and casework support to residents of Tamworth.

The successful applicant will be expected to train within the role of generalist advice and debt caseworker with a view to providing advice and casework across the full range of advice areas within three months. This could be delivered through various channels including face-to-face, telephone, and email as needed by clients, and to meet funder requirements.

## **The Role**

### **Training**

- Undertake accredited training to be able to deliver advice and debt casework on all areas, including presenting debt options, within three-months of starting the role.
- Keep up to date with legislation, case law, policies and procedures relating to advice, and attend appropriate training; including reading relevant publications.
- To identify and develop your own learning opportunities.

### **Advice giving**

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Provide casework covering the full range of debt work, including financial capability advice.
- Act for the client where necessary by calculating, negotiating, and acting on debts, including offering advice on remedies such as challenging debts, debt relief orders, and bankruptcy, informal debt management plans.
- Clarify with the client their priority and non-priority debts, and assist the client to budget and negotiate realistic repayment plans with creditors.
- Attain project targets and outcomes as set by the funder.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Research and Campaigns**

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

### **Administration**

- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.

- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.
- Set up and maintain casework and other admin systems as required.

#### **Other**

- Complete required training to comply with quality assurance processes.
- Undertake other such duties as may be required to ensure the effective delivery and development of the service.

### **Person Specification**

#### **Essential Criteria**

- Effective written and oral communication skills with particular emphasis on negotiations.
- Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Numerically competent and able to advise and support individuals in assessing their financial situation.
- Ability to monitor and maintain own standards, and manage time effectively for the purpose of advice assessments and managing a caseload.
- Ability to work within guidelines, protocols and procedures, and a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.
- Takes ownership of delivering high quality work that adheres to QAA standards and to work with the supervisor to rectify any fall in targets or quality performance.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- Access to transport and ability to work in a variety of locations.
- Adhere to the organisation's CORE values.

#### **Want to chat about this role?**

If you want to chat about the role further, you can contact Gail Brealey by emailing [gbrealey@citizensadvicemidmercia.org.uk](mailto:gbrealey@citizensadvicemidmercia.org.uk) or calling 07889 087510

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

#### **Probation Period**

6 months – with possible extension if performance review is required.

## **Benefits**

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

## **TO APPLY**

**Please visit our website to download an application form** and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

**Completed application forms** are to be sent to: [staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk)