

Rural Cambs Citizens Advice Bureau

Job Description and Person Specification

Money Advice Service Leader – Maternity Cover

Hours: 15 hours per week

Salary £12.69 per hour

Location: Ely

Type of Contract: Fixed Term 1st July 2019 – 31st January 2020

Reporting to: Money Advice Manager

Role Purpose:

To manage the work and case load of clients with debt. To motivate, train and inspire a team of volunteers to deliver debt initiatives.

Key work areas and tasks:

Service Delivery:

- Lead the debt advice service in a specific bureau and ensure client options are fully explored and actioned appropriately
- Act as a DRO intermediary (if applicable)
- Be registered with or as an associate with the IMA (Institute of Money Advice) and maintain CPD points to maintain membership.
- Ensure that all casework complies with Citizens Advice quality standards
- Encourage good team work and sharing of best practice
- To work with the Training and Volunteering Lead to develop suitable training materials specific to debt and financial capability using Citizens Advice and bureau training programmes
- Work closely with the CEO to develop a financial capability strategy alongside debt work for debt client

Social policy and monitoring

- Ensure that social policy issues are identified and recorded appropriately
- Actively participate in local, regional, and national financial capability campaigns as required

Administration

- Maintain and monitor effective and efficient administrative systems.
- Monitor health and safety policy with regard to staff, equipment and premises within statutory requirements.

Training and development

- Identify the training needs of the money advice and financial capability volunteers through support.
- Organise training activities with support from the wider team
- Identify and implement own training and development needs.

Marketing and Promotion of Service

- Participate in and organise activities that promote the service to the local community
- Work in partnership with other organisations to allow clients greatest access to advice services.

Other duties and responsibilities

- Carry out any other tasks which 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:

- Knowledge, experience and management of advice work
- Recent, relevant experience of money advice/debt casework
- Ability to coach and support volunteers with relevant knowledge of Money Advice including Financial Capability
- Ability to provide effective supervision of volunteers including case checking and constructive feedback
- Ability to identify a volunteer's individual training and development needs
- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities principles
- Ability and willingness to work as part of a team
- Numerate to the level required in the tasks
- Ability to use IT, emails, electronic calendars, case recording systems.
- Ability to monitor and maintain own standards
- Ability to maintain and monitor effective and efficient administration systems as appropriate