

JOB TITLE:	Money Advice Service Leader
HOURS:	12 hours per week
SALARY:	£12.69 per hour
TYPE OF CONTRACT:	Fixed term until 31st March 2020
RESPONSIBLE TO:	Money Advice Manager

JOB DESCRIPTION

1. Casework and advice support

- a) Provide casework and other support covering the full range of debt and money advice by face-to-face, telephone, and electronic media as appropriate.
- b) Work with, and support, other staff and volunteers in the delivery of the organisation's money advice services.
- c) Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate.
- d) Negotiate with third parties as appropriate.
- e) Ensure income maximisation for clients through the take up of appropriate welfare benefits.
- f) Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- g) 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.
- h) Ensure that all casework conforms to the relevant Quality Mark requirements.
- i) Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

2. Research and Campaigns

- a) Assist with research and campaigns by providing information about client's circumstances, statistical information and nature of cases.
- b) Assist the line manager to monitor service provision to ensure it reaches the widest possible client group.
- c) Alert other staff to local and national issues.

3. Professional and Personal Development

- a) Keep up to date with legislation, case law, policies and procedures relating to money advice and attend appropriate training (acquiring CDP points)
- b) Read relevant publications.
- c) Attend relevant internal and external meetings as agreed with the line manager.
- d) Assist in initiatives to improve services.

4. Administration

- a) Use IT for statistical recording, record keeping and document production.
- b) Maintain reference material and local information systems.
- c) Ensure that all work conforms to the organisation's administrative policies and procedures.

5. Other duties and responsibilities

- a) Uphold the aims and principles of the Citizens Advice service and its Equal Opportunities policies.
- b) Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- c) Maintain and develop a close liaison with relevant external agencies, and represent the service as appropriate.
- d) Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

PERSON SPECIFICATION

1. Knowledge and experience of advice work.
2. Recent, relevant experience of money advice/debt casework.
3. DRO Intermediary (otherwise training will be provided)
4. Effective oral communication skills with particular emphasis on negotiating and representing.
5. Effective writing skills with particular emphasis on negotiating, representing and correspondence.
6. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
7. Understand the issues involved in interviewing clients.
8. Ability to prioritise own work, meet deadlines and manage caseload.
9. Ability to use IT in the provision of advice and the preparation of reports and submissions.
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
11. Ability and willingness to work as part of a team.
12. Ability to monitor and maintain own standards.
13. Demonstrate understanding of social trends and their implications for clients and service provision.
14. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.