



Money Advice Debt Caseworker/Technical Supervisor Job Description

Thanks for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role profile and personal specification
- How Citizens Advice Rural Cambs works
- What we give our staff
- Valuing inclusion
- Our values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice



Terms

- **Location:** Pathfinder House, Huntingdon. Requirement to travel to meetings or other offices/locations.
- **Hours:** 37 hours per week (negotiable, job share considered)
- **Salary:**
 - £ 28,744.56 - £ 32,708.00 pa (pro-rata) depending on experience.
 - For those with **Technical Debt Supervision** experience £31,707.52-£36,171.20 pa (pro rata)
- **Type of contract:** Permanent
- **Reporting to:** Operations Lead
- **The project:** Our money advice project is funded through The Money and Pensions Service (MaPS) which is the largest single funder of free debt advice in England. The aim of this project is to make debt advice easier and quicker to access, and to improve standards and quality across the sector.



The role

- To work as part of the money advice team to provide specialist debt and money advice casework to clients of Citizens Advice Rural Cambs.



Role profile

Advice giving

- To actively provide advice and casework covering the full range of debt and money issues. This may be via telephone, email or in a face to face capacity
- To ensure the client's options are fully explored in line with MaPS standards and actioned appropriately.
- To carry and manage own caseload, opening/closing cases appropriately, and carrying out reviews in accordance with MaPS guidance
- To maintain accurate case and client records using a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- To work towards obtaining Technical Debt Supervisor status to support the Independent File Review (IFR) process.
- To encourage good team work across the CARC service and sharing of best practice

- To work cooperatively and collaboratively with other staff and volunteers to provide advice and assistance across the whole range of debt and money advice issues.
- To accurately record and work towards the achievement of agreed organisational, departmental and individual KPIs and targets
- To be accredited to Certificate of Money Advice Practice and able to accrue CPD points to maintain IMA membership
- To ensure that all work meets Financial Conduct Authority, MaPS, and other appropriate Quality Standards

Research and Campaigns

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

Professional Development

- To keep up to date with legislation, case law, policies and procedures relating to debt and money advice and undertake appropriate training.
- Take responsibility for acquiring the required CPD points necessary for contract compliance.
- 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.
- Assist with initiatives for the improvement of services

Administration

- Review and make recommendations for improvements to Citizens Advice services.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Maintain and monitor effective and efficient administrative systems.
- Keep up to date with policies and procedures relevant to Citizens Advice work and undertake appropriate training.
- Ensure all work conforms to the organisation's systems and procedures.

Public Relations

- To support the organisation in developing and implementing a Money Advice Strategy that meets the needs of the service and the client community.
- An ability to establish good working relationships with colleagues and stakeholders including service users and a wide range of agencies.
- Participate in and organise activities that promote the service to the local community.

Other

- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- To positively represent Citizens Advice Rural Cambs and demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential Criteria

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality, diversity and inclusion and its application to the provision of advice.
3. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
4. Recent, relevant experience of money advice/debt casework
5. Obtained the Certificate of Money Advice Practice (CertMAP)
6. Be prepared to work towards gaining Technical Debt Supervision status to support IFR process
7. Proven ability to work with/support vulnerable clients with complex needs.
8. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
9. Understanding of the issues affecting society and their implications for the client and service provision.
10. Ability and willingness to work as part of a team
11. Ability to monitor and maintain own standards
12. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing. Ability to relay information in a clear and concise manner to others.
13. Proven ability to use IT applications to record and understand statistics, and check accuracy of calculations.
14. Be friendly and approachable
15. Be non-judgmental and respect views, values and cultures that are different to your own
16. Be willing to undertake training in your role
17. Access to a vehicle for travel between sites (mileage allowance paid)

Desirable Criteria

18. Citizens Advice generalist adviser qualification/experience
19. Minimum 2 years' experience of delivering debt advice
20. Technical Debt Supervisor experience

In accordance with Citizens Advice national policy the successful candidate may need 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.

How Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Programme
- Shopping and Lifestyle benefits scheme



Valuing inclusion

Our staff and volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 350 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 350 local Citizens Advice members (local charities).

Our network of independent local Citizens Advice members, deliver services from

- In over 1,600 locations across England and Wales
- With:
 - 8,843 local staff
 - 16,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

