

**Debt Adviser**

Job pack

Thanks for your interest in working at Arun and Chichester Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**  If you want to chat about the role further, you can email [jobs@arunchichestercab.org.uk](mailto:jobs@arunchichestercab.org.uk) |

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| **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 300 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 the Citizens Advice service**   |  |  | | --- | --- | | The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.  This role sits within our network of independent charities, delivering services from  ● over 600 local Citizens Advice outlets  ● over 1,800 community centres, GPs’ surgeries and prisons  They do this with:  ● 6,500 local staff  ● over 23,000 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. |  | |
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 **The role**

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who are vulnerable and distressed and have proven skills at working in a busy environment.

You will be a highly motivated strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy skills sufficient to compile accurate financial statements and calculate benefits; and, have effective oral and written communication skills for the purposes of negotiation and reporting.

You will be employed by Arun and Chichester Citizens Advice and work from home, within our Bognor Regis and Littlehampton bases. You will be giving debt advice and taking on casework which will be managed in person, through email, telephone, letter and videocall.

You’ll empower clients with advice and information to improve their financial situation, as well directly negotiating with creditors. You’ll be passionate about putting our aims and principles into practice.

The role is fixed until 31 March 2025.

**The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce**

 **Role profile**

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| **Job Title:** | Debt Adviser | | | |
| **Reporting to:** | Project Manager – Reaching More People Programme | | | |
| **Hours of work** | 22.5 hours per week | | | |
| **Location:** | **Arun district**  Some home working, but it is expected that you will be within a commutable distance of the advertised role location. | | | **Travel:** You will need to be able to help clients in Bognor Regis, Littlehampton and all areas within the Arun district. |
| **Role purpose:** | To deliver a good quality debt advice service to clients, with due regard to the aims, policies and procedures of the organisation and service, working within a client focussed and responsive team. | | | |
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| **Training** | To attend and successfully complete debt advice training to advice level followed by specialist training (to casework and court representation level).  Attend learning events and carry out learning activities in line with Continuing Professional Development requirements  Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training; including reading relevant publications  To identify and develop your own learning opportunities |
| **Working with Clients** | Once trained, be supported to provide a full range of debt casework:   * Sensitively explore the client’s situation, including household and financial circumstances and details of debts * Identify areas where clients could maximise income or minimise expenditure, such as benefit claims, and offer support or signpost/refer to other agencies where appropriate * Provide information and advice to empower clients to act on their own behalf, including signposting to other agencies where appropriate * Explore options and implications to enable the client to make informed decisions * Provide full casework to the client where necessary, identifying the debt issue through to its resolution * Provide the advice and/or casework through a mixture of channels, predominantly digital and telephone moving to face to face when safe to do so |
| **Contribute to team** | Contribute to the efficient working of the team in delivering against the project delivery requirements  Engage with team members, sharing knowledge and good practice and supporting each other to problem solve  Attend and participate in local team meetings, Money Advice Groups, project regional manager/adviser events and National Citizens Advice conferences as recommended by your line manager |
| **Admin** | Set up and maintain casework and other admin systems as required  Maintain client records to required standards on the organisation’s management information system  Ensure clients are encouraged to feedback on the service they received. Share with management and team for continuous development of service delivery |
| **Quality** | Continually meet the requirements of the project’s Quality Framework and engage with Quality supervision and support services |
| **Equality and Diversity** | Ensure that work undertaken reflects and supports the service’s Equality and Diversity Strategy |
| **IT Proficiency** | Develop and maintain Information Technology proficiency to support your work requirements |
| **Other** | Participate in research & campaigns work, as organised within the organisation and at regional or national level by raising evidence forms, providing case studies etc  Comply with all the organisation’s published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.  Uphold the aims and principles of the organisation  Undertake any other duties as might be reasonably required within the scope of the role. |

 **Person specification**

1. Experience of adapting communication for different audiences.
2. Able to confidently support clients in crisis
3. Ability to work in a sensitive, enabling and non-judgemental way with people from a wide range of backgrounds
4. Ability to maintain confidentiality and appropriate professional boundaries
5. Understanding of and commitment to the aims and principles of the Citizens Advice service.

**Essential**

* Able to work unsupervised
* Good IT skills
* Good communication skills
* Willing to train to adviser level ASAP

**Desirable**

* Knowledge and awareness of debt advice services
* Appreciation of the local community and social challenges in the area and their implications for clients and service provision

**What we give our staff**

* Workplace pension available
* Employee Assistance Programme
* Commitment to continued professional development
* Supportive and flexible employer
* An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community