



Position: Citizens Advice Specialist Debt Adviser (Telephone, Digital and Face to Face)

Term: Fixed term to 31st March 2019 (may be extended subject to funding)

Location: Regional Office, Belfast with travel across Northern Ireland as required

Salary: NJC Scale 5 £20,661 -£22658

Staff: None

Reporting to:	Service Quality Manager, Citizens Advice Debt Project
Role Purpose	To deliver a high quality Money and Debt Advice Service to clients through a range of channels including face to face, telephony and digital (email and webchat).

Key Accountabilities	Elements/Tasks
Advice & Casework	<ul style="list-style-type: none"> • Provide face to face, telephone, webchat and email Money and Debt advice in line with project requirements and with the standards set out by the Money Advice Service (MAS) • Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning as required • Negotiate with third parties as appropriate • Ensure income maximisation through the take up of all appropriate benefits • Assist clients with other related problems where they are an integral part of their case, referring them to other advisors or specialist agencies as appropriate • Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate • Provide advice and assistance to other staff, particularly administration staff and volunteers responsible for the completion of the common financial statement for clients presenting at local offices in person or by telephone • Make home or outreach visits as necessary • Maximise the number of clients assisted within the MAS funded project by ensuring that clients are provided debt advice services through the most appropriate channels as guided by the common initial assessment • Respond proactively to client demand, working to agreed service delivery standards and targets

	<ul style="list-style-type: none"> • Undertake Debt and Money Advice and Casework according to Citizens Advice Northern Ireland Debt Advice procedures • Maintain Case records to the standard required by the Money Advice Service peer review scheme for the purpose of continuity of casework, information, retrieval, statistical monitoring and report preparation
Research & Campaigns	<ul style="list-style-type: none"> • Assist with research and campaign work by providing information about clients' circumstances as appropriate • Assist in monitoring of service provision to ensure that it reaches the widest possible client group • Alert Citizens Advice colleagues to issues relevant to the role and wider organisation
Professional Development	<ul style="list-style-type: none"> • Achieve and maintain individual accreditation with the Money Advice Service for the provision of Money and Debt Advice, Casework and Court Representation • Keep up to date with legislation, case law, policies and procedures relating to Money and Debt and undertake all appropriate training • Attend relevant internal and/or external meetings as agreed with Service Quality Manager and/or Project Manager • Prepare for and attend supervision sessions and team meetings as appropriate • Assist with initiatives for the improvement of services
General	<ul style="list-style-type: none"> • Use IT for money and debt advice service provision by way of webchat, email, statistical recording, record keeping and documentation production • Keep up to date with policies and procedures relevant to the role and office location • Maintain close liaison with relevant external agencies • Liaise with statutory and non-statutory organisations and represent the service and organisation on outside bodies as appropriate • Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed. • Ensure that work reflects and supports the Citizens Advice Service Equality, Diversity and Inclusion strategy. • Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues. • Develop and maintain effective administration systems and records relevant to the role. • Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service. • Undertake any additional activities that are consistent with the general duties of this post

PERSON SPECIFICATION

Essential

1. At least one year full time experience of face to face or telephone Money & Debt Advice experience (paid or unpaid) gained in the last three years.
2. Completion of Wiseradviser generalist courses, the Citizens Advice Adviser Training Programme, the Money Advice Service Giving Good Debt Advice accreditation to at least Advice level or other demonstrable equivalent level of training.
3. Effective oral and written skills with particular emphasis on negotiating and representation
4. Excellent writing skills with particular emphasis on negotiating, representing, preparing reviews, reports and correspondence
5. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
6. Understand the issues involved in interviewing clients
7. Numerate to the level required of a Money and Debt Advisor
8. Ability to prioritise own work, meet deadlines and manage caseload
9. Ability to use IT packages, including Microsoft Office (Word, Excel, PowerPoint) or similar in the provision of advice, the preparation of reports and submissions as well as the ability to use email and to maintain an electronic diary.
10. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
11. Ability to contribute to the work of a team and use standardised systems and processes
12. Ability to monitor and maintain own standards
13. Understand social trends and their implications for clients and service provision
14. Ability to be inventive, responsible and generous, and to commit to and work within the aims, principles and policies of the Citizens Advice service and its equality and diversity policies



15. Willingness and ability to work unsocial hours and undertake travel throughout Northern Ireland as required.
16. A commitment to continuing professional development as required.

Desirable

1. Third level/degree in relevant discipline; Law/Finance/Policy or similar.
2. Wiser adviser training at Skilled/Specialist level.
3. Institute of Money Advice Certification (Cmap)
4. Money Advice Service Giving Good Debt Advice Accreditation to Case Work Level or above
5. Two years' experience of face to face Money & Debt Advice experience.

