

South West Aberdeenshire Citizens Advice Bureau

Job Description

Job Title: Money and Debt Adviser

Summary of main responsibilities:

Responsible for the quality of advice, standard of service provided for debt advice, including multiple debts, income maximisation through the benefit system and other means and debt remedies/legal routes to debt resolution.

General Responsibilities

- Maintaining expertise in relevant legislation e.g. benefit entitlement, debt, sequestration, debt arrangement schemes
- Undertaking detailed casework on multiple debt problems
- Maintaining detailed statistics of individual debt cases
- Supervising training and supporting advice workers dealing with money advice enquiries
- Taking responsibility for day to day management of debt advice workload
- Providing regular reports to the Board on function and development of the project
- Attending team/staff meetings as required
- Establishing/improving liaison with other agencies and community groups
- Working co-operatively with Debt Advisers in sister CABx and other agencies within the local authority area, in the production of reports and strategies to improve the provision of debt advice.
- To keep records of Client Financial Gain, levels of debt and other statistics for both the CAB service and project reporting
- In co-operation with other bureau staff, to offer home visits to people who are isolated, limited by medical condition or caring responsibilities who would otherwise have difficulty accessing the service
- Undertake any other work, consistent with the purpose of the post, as directed by the manager and/or Board of Directors

Person specification

MONEY AND DEBT ADVISER

	Competencies	Essential/ Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> • Recent debt/ money advice or debt/counselling experience • Current knowledge of Benefits system • Sound financial acumen 	Essential
EXPERIENCE	<ul style="list-style-type: none"> • Experience in casework/case management • Experience of report preparation, plans and proposals 	Essential Desirable
SKILLS & ATTRIBUTES	<ul style="list-style-type: none"> • Ability to work without close supervision, prioritise own work and meet deadlines • Ability to work as part of a team • Ability to communicate effectively, both orally and in writing • Understanding of the main principles and methods of statistical gathering and service evaluation • Ability to work flexibly according to service need 	Essential Essential Essential Essential Desirable
KNOWLEDGE	<ul style="list-style-type: none"> • Sound working knowledge of the legal rights of debtors and creditors and the benefits system • Knowledge of debt advice strategies • IT skilled Understanding and commitment to aims, principles and policies of the CAB service 	Desirable Desirable Essential Essential
OTHER	<ul style="list-style-type: none"> • Willingness to undertake training to maintain skills and develop scope of post • Access to insured vehicle 	Essential Essential

