

AIRDRIE CITIZENS ADVICE BUREAU

Money & Debt Adviser Job Description/Advert

Job Details

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| Job Title | Money & Debt Adviser |
| Employer | Airdrie Citizens Advice Bureau |
| Closing Date | 16 th July 2021 |
| Interviews | 30 th July 2021 |
| Location | Airdrie Citizens Advice Bureau |
| Hours per Week | 26.5 |
| Type of Contract | Maternity Cover, Fixed term to 31 st March 2022 |
| Salary | £22,000 to £24,000 per annum (Pro rata), dependent on experience |

More about the job

Airdrie Citizens Advice Bureau is recruiting for the role of Money & Debt Adviser, to provide specialist level money & debt advice, assistance and negotiation to clients under the remit of the North Lanarkshire Community Legal Services project.

Successful candidates will have a proven knowledge and understanding of money and debt advice and the welfare benefits system as well as strong listening and questioning skills, excellent organisational skills and good numerical and IT skills.

Summary of Role

The Money & Debt Adviser will provide a full range of money and debt advice services, including statutory debt solutions (Debt Arrange Scheme [DAS] and Sequestration) delivered via a combination of face to face appointments and multi-channel provision (telephone, webchat and email).

General Responsibilities

Casework

- Provide casework covering the full range of the specified area
- Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning
- 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
- Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation
- Ensure that all casework conforms to the organisation's procedures and quality of advice standards

- Support other advice workers dealing with money advice enquiries
- Provide peer review of money advice casework
- Carry out other duties as specified by the manager and required by the needs of the post

Research & Campaigns

- Assist with research and campaign work by providing information about client circumstances
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management

Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to specified area and undertaking appropriate training
- Attend relevant internal and external meetings as agreed with line manager
- Prepare for and attend supervision session/team meetings/management team meetings as appropriate

Administration

- Use IT for statistical recording, record keeping and document production
- Attend internal and external meetings as agreed with the Chief Executive Officer
- Maintain a library of reference material and case law
- Liaise with statutory and non-statutory and present the service on outside bodies as appropriate

An application pack is available for download

For further information contact:

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