Renfrewshire Citizens Advice Bureau

**Person specification & Job description**

**Job: Debt Adviser**

Essential for appointment and holding of the post

* Qualified Generalist Adviser
* Friendly and approachable manner and ability to support and show respect for all clients, regardless of their circumstances or reasons for seeking advice.
* Agreement to observe the strictest level of confidentiality on all matters relating to clients.
* Ability to manage workload to accommodate variation in demand for service and in resources available.
* Maintain expertise in relevant legislation e.g. welfare rights & debt
* Ensure that research work, telephone calls, and/or correspondence relating to casework is undertaken timeously.
* Excellent administrative and organisational skills and a demonstrated ability to work within systems and follow procedures.
* Ability to communicate skilfully in conversation, by telephone and in writing with clients and acting on behalf of clients.
* Commitment to work in partnership with our advisers, specialist advisers and other colleagues to ensure the efficient and effective delivery of our service.
* Commitment to teamwork and able to foster it and contribute to it.
* Commitment to increase personal knowledge and skills through undertaking training.
* Ability to use computers and computer-based information systems in support of the role and the work of the Bureau.
* Ability to develop skills and knowledge of self and colleagues in support of the project.
* Attend team/staff meetings as required.
* Establish/improve liaison with other agencies, community groups.
* Undertake other tasks as may reasonably be requested.
* Effective written and oral communication skills.

Highly Desired

* An understanding of and commitment to the aim and principles of the CAB service and its equal opportunity policies.
* Experience of advising on Money Advice Issues.
* Skilled in word processing and the use of databases and computer-based information systems.
* Experience of working with volunteers.
* Experience in providing a service to clients.
* Ability to monitor and maintain own standards.
* Ability to use IT in the provision of advice.
* Willingness to learn and develop skills in advice topics.
* Ability to research, analyse and interpret complex information.
* Numeracy skills required to understand statistics and check calculations.

Social Policy

* Assist with social policy work by providing information about clients’ circumstances through the appropriate channel.
* Alert clients to social policy options.
* Understanding of the issues affecting society and their implications for client and service provisions.

**Job Description**

* Effectively manage debt caseload.
* Maintain and develop good relationships with outside agencies.
* Assist other bureau advisors with debt enquiries when required.
* Provide casework to clients in the area of debt advice.
* Ensure clients are provided with holistic advice.
* In conjunction with the Advice Service Manager, assist in the training of bureau advisers to ensure all staff and volunteers are fully trained and updated in debt procedures.
* Undertake training and personal development to ensure that you are fully upskilled, including being an approved Money Adviser.
* Attend regular debt staff team meetings to ensure consistent working practice.
* Produce and provide within timescales reports on projects, as required by funders.
* Ensure quality assurance of all debt cases to an appropriate standard.
* Ensure recording of Client Financial Gain.
* Contribute to social policy.
* Work within Renfrewshire Citizen Advice Bureau Policies and Procedures at all times. Assist with Development of any new debt policies required in conjunction and consultation with other relevant staff.
* Be proactive in reviewing processes and making any adjustments to ensure best practice.
* Ensure that research work, telephone calls, and/or correspondence relating to casework is undertaken timeously and recorded on our case management system.
* Undertake any other duties as required to support the development of Renfrewshire CAB in line with the requirements of the service.