******ROXBURGH & BERWICKSHIRE CITIZENS ADVICE BUREAU**

**JOB DESCRIPTION**

**Job Title: Money Adviser**

**Responsible to: Chief Officer**

**Type of Contract: Permanent**

**Salary: £31,267 (FTE)**

**Hours of Work: 27-30 Hours (optional range; 14 hours minimum considered)**

**Location: TBC depending on post holder, Duns / Kelso.**

 **Hybrid considered, with face to face essential with clients**

**Job description:** The Money Advisor is responsible for quality of advice and delivery of service provided by the Roxburgh & Berwickshire CAB Money Advice Unit, and case load of CAB clients

**Key Responsibilities**

* Providing Type II money advice casework service to clients, undertaking detailed casework at this level on debt matters
* Providing support and capacity building of money advice within the CAB Generalist service, including technical debt support to advisers - staff and volunteers
* To comply with Scottish National Standards of Information, Adviser competences and Citizens Advice Membership Standards

**Summary of responsibilities**

* Take lead responsibility for day-to-day delivery of money advice work in the east side of Roxburgh and Berwickshire CAB, working closely with all staff, volunteers and trainees
* Responsible for delivery of supervision and training on money advice internally in CAB, alongside other colleagues with money advice roles
* Participate and comply with the CAB’s process for case checking of money advice cases
* Maintaining expertise in relevant legislation with regard to debt and bankruptcy, keeping up to date with knowledge of case law relevant to post
* Undertake detailed casework on multiple debt problems per client
* Maintain detailed statistics of individual debt cases, creating and retain comprehensive money advice and debt records confidential and accessible for future retrieval
* Supervise, train and support team members, CAB advice staff or volunteers, dealing with money advice queries, providing support and guidance on complex cases
* Refer clients on to colleagues or other agencies as appropriate for specialist help with issues that fall outside the remit of the service
* Keep comprehensive records for audit requirements, in CASTLE case recording system
* To maintain good working relationships with staff in Scottish Borders CAB Consortium
* Liaise with In-Court Advice and other services to improve and develop accessibility of money advice service as well as other agencies, to ensure appropriate use of services

**Values**

Part of the key responsibilities of all employees of the CAB and Citizens Advice Scotland are upholding the behaviours and principles of the organisation as detailed below:

* Person-centred: We are committed to the wellbeing of our clients, volunteers and staff and take a whole person approach to our work
* Empowering: we invest in people & support them to take action on challenges they face
* Supportive: We are caring and respectful and make sure that people receive support they need to improve their lives
* Inclusive: a non-judgemental, friendly & offer expert service to anyone in need of our help
* Collaborative: We work together as a network and with other partners in an open, respectful way, to build trust even when opinions differ

**Team work and behaviours**

* Share relevant information and give support and encouragement to colleagues, in team meetings, with staff and volunteers, in development days, and training events
* Ability to receive feedback a willingness to challenge constructively
* Willingness to work in a team, with kindness and non-judgementality towards colleagues
* To support the principle of volunteerism in citizens advice
* Maintain and monitor effective and efficient administrative systems
* Demonstrate understanding of social trends and their implications for service provision
* Assist with creating shadowing opportunities and delivery of training when required
* A willingness to learn and reflect on practice, and developing your own standards

**Self-Management & Personal Development**

* Take responsibility for personal safety in and out of offices in accordance with CAB policies
* Participate in the support, supervision and appraisal process with the Chief Officer
* Identify own learning needs and learning opportunities when required, and feeding back
* With the Chief Officer, identify and address your training and development needs

**Performance targets and quality standards**

* To inform the Chief Officer about workload monitoring and CAB performance are at risk of not being met and any reasons for unmanageable demand or under-performance
* Identify solutions to resolve any high demand or under-performance on targets and engage positively in discussions with the Chief Officer to achieve the required levels

**Service Development & Working in Partnership**

* To undertake recommendations from the Chief Officer with regards to planning and developing the debt service in order to meet specific contract requirements
* To contribute information and reports relevant to effective money advice strategies
* To assist with the promotion of the money advice service of CAB to the wider community
* Be contribute to the collation of statistical data, incl Annual Report and newsletter
* Contribute out relevant research and consultation exercises
* Assist in developing and gathering evaluation feedback from clients and partners
* To make appropriate referrals to key partner agencies, for valid support for clients or to other advisers as appropriate where there are other related problems such as employment
* Present a positive image of the CAB at all times

**CAB Development**

* To contribute to the development of the CAB, its impact and services
* To participate in ensuring CAB policies are put into practice, with colleagues
* You may on occasion and with prior arrangement provide session of rota, e.g. holidays
* To contribute to gathering of information for local and national social policy work
* To attend relevant meetings with board of Trustees, e.g. Annual General Meeting
* The above job description is not exhaustive and include duties inherent in post as reasonably requested by the Chief Officer

**Requirements**

* The post is subject a satisfactory PVG (Protection of Vulnerable Groups) Certificate