

# Kirklees Citizens Advice & Law Centre

## Job Description

<b>Job title</b>	Debt & Money Advice Caseworker
<b>Reporting to</b>	Money & Pension Service Manager
<b>Purpose of Job</b>	The aim of the post is to deliver comprehensive debt, money advice casework and complete debt solutions to a wide range of clients across Kirklees, whilst achieving consistently high quality standards.

## Duties and Responsibilities

### Advice giving

- Undertake debt advice and casework up to court representation level as required either by telephone, face to face or at an outreach venue.
- Interview a broad range of clients using sensitive listening and questioning skills in order to allow clients to explain their situation, explore possible solution/implications so that clients can make an informed decision
- Give detailed debt advice solutions based on individual circumstances and record case progress on various case management systems
- Enable and empower clients to take positive actions and set their own priorities to achieve successful debt solution outcomes
- Refer internally/externally to other specialist agencies as appropriate.
- Ensure that all work conforms to KCALC Office Manual, Debt Advice Peer Assessment (DAPA) and Citizens Advice quality standard/Lexcel as appropriate.
- Maintain detailed case records as set out by Citizens Advice/Money & Pensions Service 'DAPA' Quality standards, for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within KCALC.
- Support the Money & Pension Service Manager and Technical Supervisor to review quality of advice across the team and ensure minimum standards are achieved and maintained

### Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to research and campaign options.

## **Professional development**

- A commitment to meet minimum Continuous Professional Development points by keeping up to date with legislation, policies and procedures and undertake appropriate training.
- Read regular industry relevant publications.
- Attend relevant internal and external meetings as agreed with the Money & Pension Service Manager and/or Technical Supervisor.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Identify own learning and development needs and take steps to address these.

## **Administration**

- Use IT for statistical recording, record keeping and document production.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Ensure that all work conforms to KCALC's systems and policy procedures.

## **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Money Advice Team and wider KCALC services.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Flexibility to work from any of our offices and outreach venues in Kirklees as and when necessary

## **Organisational ethos and expectations**

- Have a commitment to the aims, objectives and ethos of the organisation, and follow policies, procedures and systems.
- Keep the clients' needs at the center of all the organisation's activity, seeking to deliver the best possible service within resource and operational constraints
- Communicate well and appropriately with colleagues and clients, keeping others informed and consulting as much as possible
- Have a professional attitude, being flexible, supportive and cooperative in working together with other staff members and volunteers.
- Show respect for all colleagues, volunteers and clients in how they speak and act and always behave in a non-judgmental way
- Be willing to learn, accept constructive feedback, adapt to change, always aim to improve efficiency and quality, and take responsibility for their own work.