

## **Person specification**

### **Debt Caseworker**

1. At least one year recent experience of delivering debt advice to a wide range of clients (face to face and on the telephone).
2. Must be an approved Debt Relief Order Intermediary.
3. Good interpersonal skills and interaction with others, including clients and colleagues.
4. Ability to monitor advice work and to maintain casework systems and procedures.
5. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
6. Good standard of literacy and numeracy, including an ability to monitor and analyse statistics and check accuracy of calculations.
7. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
8. Experience and understanding of the issues involved in interviewing clients on the telephone and face to face. Skills in identifying client issues and taking information/instructions from clients effectively.
9. Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
10. An understanding of and commitment to client empowerment and customer focus.
11. A commitment to equality and skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities.