

Kirklees Citizens Advice and Law Centre

Debt & Money Advice Caseworker

Person Specification

Essential

1. At least 18 months recent experience of delivering a broad range of debt advice solutions to a wide range of clients both face to face and on the telephone.
2. Good interpersonal skills and interaction with clients, creditors and colleagues including emotional resilience (being able to deal with difficult situations everyday).
3. Ability to monitor and manage your own advice work and to maintain casework records/systems/procedures.
4. A minimum foundation knowledge of the benefits system and benefits available to support 'Income Maximisation' for all clients.
5. Excellent standard of literacy and numeracy, including an ability to monitor and analyse statistics and check accuracy of calculations.
6. Ability to use IT systems/Microsoft packages and electronic resources in the provision of advice and the preparation of letters, reports and submissions.
7. 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.
8. 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.
9. An understanding of and commitment to client empowerment and customer focus.
10. A willingness to receive regular feedback objectively and sensitively and to support improvements and quality objectives of the wider team.
11. A commitment to equality and skills to engage, communicate and work with a wide variety of people from different backgrounds and with a range of abilities.

Desirable

1. Be CertMAP (or equivalent) qualified.
2. Be an approved Debt Relief Order Intermediary.