

MAPSDAP Money Advice Caseworker

Citizens Advice Cornwall offers free, independent, confidential and impartial advice to everyone, covering areas such as benefits, debt, employment, housing, consumer issues and discrimination. We value diversity, promotes equality and challenges discrimination.

We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian or Minority Ethnic people, as they are currently under represented in our workforce.

Whilst we rely on volunteers to take-on a wide variety of roles, the day to day management and organisation is undertaken by a dedicated team.

The service aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

Responsible to:	MAPSDAP Project Lead
Salary:	£22,887 - £24,968 per annum
Hours:	37 hours per week
Contract:	Fixed Term – 31 March 2022
Job location:	Remote
Job purpose:	The caseworker is responsible for delivering high quality debt advice services to clients, via telephone and digital channels including web chat and email.

Main duties and responsibilities

Work with clients

- Provide casework covering the full range of debt work, including financial capability advice.
- Advise and assist client in negotiating with relevant housing, welfare benefit and justice agencies, and in budgeting, paying bills, maximizing income, and claiming relevant benefits.

- Act for the client where necessary by calculating, negotiating, and acting on debts, including offering advice on remedies such as challenging debts, debt relief orders, and bankruptcy, informal debt management plans.
- Clarify with the client their priority and non-priority debts, and assist the client to budget and negotiate realistic repayment plans with creditors
- Attain project targets and outcomes as set by the funder.
- Ensure that clients receive a prompt and professional service
- Ensure that all casework conforms to the bureau's Advice Quality Standard.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation .

Networking/Partnership

- Work closely with partner agencies, especially agencies who support vulnerable clients.
- Promote the services of the organization to local housing, justice, social welfare, government agencies and other stakeholders.
- Contribute knowledge, expertise and ideas to appropriate local forums.

Administration

- Set up and maintain casework and other admin systems as required.
- Maintain agreed monitoring and outcome information for commissioning agencies and internal management purposes.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training, including reading relevant publications.
- Attend remote meetings, supervision and training as required by line manager.

General

- Uphold the aims and principles of the organisation
- Comply with all the organisation's published policies and procedures, paying particular attention to Health and Safety, Risk Management, Confidentiality, and Equal Opportunities.
- Comply with organisational, statutory and legislative requirements
- Maintain regular contact with voluntary and statutory agencies.
- Undertake other such duties as may be required to ensure the effective delivery and development of the service

This job description provides an indication of the roles and responsibilities of the post. It should not be construed as an exhaustive list of the duties. It may be re-negotiated, in consultation with staff, as the organisation develops. Some aspects of the role may be limited by the terms of a particular contract or funding.

Person Specification

Essential

1. Knowledge and recent experience of debt advice/casework, including Breathing Space.
2. Awareness of current issues in Debt Advice and recent CPD in debt.
3. Effective oral and written communication skills with particular emphasis on negotiating and representing.
4. Numerically competent and able to advice and support individuals in assessing their financial situation.
5. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
6. Ability to prioritise own work, meet deadlines meet targets and manage caseload.
7. Ability to use IT in the provision of advice
8. Ability and willingness to work as part of a team.
9. Ability to support other advisers & volunteers
10. Ability to monitor and maintain own standards.
11. Understanding of and commitment to the aims and principles of the CA service and its equality and diversity policies.

Desirable

1. Qualified DRO Intermediary
2. IMA CertMAP qualification
3. Recent work on the MAPSDAP contract
4. Experience of giving financial capability advice
5. Experience of working with vulnerable or marginalised people