**Kincardine & Mearns Citizens Advice Bureau**

**Debt Support Worker**

**JOB DESCRIPTION**

**Name of Employer:** Kincardine & Mearns Citizens Advice Bureau

**Job Title:** Debt Support Worker - Temp until March 26 with possibility of extension dependant on future funding

**Responsible to:** Deputy Manager

**Contracted Hours:** 21 hours

**Salary:** £22,680 (Pro-rata based on 35-hour week)

**Summary of main responsibilities:**

To ensure the provision and development of quality administration and support of the case work of our Money and Debt Service.

We are seeking a dedicated and detail-oriented Debt Support Worker to play a crucial role in enhancing the efficiency and effectiveness of our KAMCAB Money and Debt service. The Debt Support Worker will act as a vital bridge between clients and our Money and Debt Team, ensuring clients receive timely support and remain engaged throughout the advisory process.

Responsible for the standards of administration service and support the case work of KAMCAB Money and Debt team. Maintain accurate and up-to-date case records and monitor money advice systems diligently. Communicate with clients to gather financial information necessary for the completion of the Debt Pack. Perform money advice case functions, including drafting holding letters and contacting creditors. Assist with statutory debt solution queries, such as applying for payment breaks, coordinating with payment distributors, and drafting initial letters to address creditor harassment or malpractice.

To ensure that the service is accessible to all of those affected by poverty living within Kincardine and Mearns, and to assist in developing responsive and effective systems of service to address those requirements.

**MAIN TASKS:**

1. Undertaking detailed casework on multiple debt problems
2. Maintaining expertise in relevant legislation e.g. welfare rights, debt options including bankruptcy and Debt Arrangement Scheme
3. Work within all policies and procedures set by the Chief Officer and the board of directors
4. Maintain a quality casework service working within legislative and quality frameworks set by Scottish National Standards for Information and Advice Provides, FCA and relevant legislation.
5. Conduct peer case checking in line with bureau procedures
6. Take part in regular debt meetings to share practice and knowledge and carryout case reviews alongside others in the debt team
7. Attend Debt and Money advice conferences and forums on behalf of the bureau
8. Maintaining detailed statistics of individual debt cases
9. Supervising training and providing support to volunteer advice workers dealing with money advice enquiries
10. Providing regular reports on functioning and development of the Project
11. Attendance at team/staff meetings as required
12. Establishing/improving liaison with other agencies, community groups
13. Promote the project in a range of ways
14. Undertake any other work, consistent with the purpose of the post, as directed by the Chief Officer and Deputy Manager

**Person Specification:**

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| **DEBT Support Worker** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | Good general education | Money Advice Competencies |
| **EXPERIENCE** | Experience in casework/case management in a busy environment  Experience of preparing reports and statistics | Recent money advice or debt/counselling experience  Supervision of staff  Experience of working with volunteers  Experience in the preparation and delivery of training courses |
| **SKILLS AND**  **ATTRIBUTES** | Ability to work without close supervision, prioritise own work and meet deadlines  Understanding of the main principles and methods of statistical gathering and service evaluation  Ability to communicate effectively, both orally and in writing | Ability to plan and introduce change as appropriate |
| **VALUES AND**  **ATTITUDES** | Ability to work as part of a team  Ability to work under pressure  Ability to work hours flexibly as required by the needs of the service. | An understanding of and commitment to aims, principles and policies of the service. |
| **KNOWLEDGE** | A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors  A knowledge of money advice strategies  A working knowledge of Microsoft software and related packages |  |