

# APPLICATION PACK

## JOB DESCRIPTION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

**Job Title:** Debt Advice Worker (Supervisor/Advisor/Trainee)

**Reporting to:** Executive Director

**Location:** St Pauls Advice Centre          Bristol

**Main Purpose:** To deliver the MaPS casework for St Pauls Advice Centre.

**Debt Supervisor:** The Debt Supervisor (MaPS) is responsible for the delivery of SPAC's free, independent debt advice, advocacy and representation services. This includes the delivery of MaPS contracted Debt work and the supervision of other debt advisers and workers at SPAC.

**Responsibilities:**

**Advice and casework**

- Provide specialist Debt advice and casework to SPAC clients as part of the MaPS funded project.
- To deliver Debt advice in accordance with SPAC policy, procedure and relevant quality standards such as MaPS, FCA and IMA and SPAC's Office Manual.
- Provide support and assistance to individuals as required to secure their rights through advocacy and casework methods and representing individuals through appeal processes where required.
- Identify and act upon social policy issues including recording appropriate case studies.
- Keep up-to-date with relevant legislation, policies and practices.

**Debt Supervisor Responsibilities:**

- Line management of designated advisers and trainees including the provision of formal and informal supervision, and appraisal.
- Undertake file reviews and otherwise ensure that all casework is compliant with SPAC policy, procedure and relevant quality standards.
- Act as a resource for advisers concerning advice procedure, best practice and specialist level benefits advice.
- Organise and coordinate adviser training, meetings and other events where appropriate.
- Assist in recruiting, inducting and training advice staff.

**Debt Trainee responsibilities**

- Complete a structured training programme within the three-month training period, covering technical debt advice, client management, and financial regulations.
- Work towards obtaining relevant qualifications and certifications by demonstrating competence through practical assessments and completing assignments designed to build real-world skills in debt advice.

**Other responsibilities**

- Engage in line management, supervision and annual performance appraisal with the Executive Director.
- Work as a member of a team, give and receive support, and work considerately and co-operatively with other team members.
- Comply with the Centre's Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
- Deliver drop-in/outreach advice sessions as required.
- Attend and represent SPAC at internal and external meetings and events.
- Undertake relevant statutory and personal development training.
- Carry out all such other duties appropriate to the post as required.

**Salary, Working hours & Benefits:**

- Salary: £27,711 (NJC 12) to £36,124 (NJC 26) depending on post, qualifications and experience.
- Working hours: 35 hours per week
- Permanent contract.
- Annual Leave: 30 days per year (pro rata)
- Extra 3 days annual leave between Christmas & New Year
- Pension Scheme: 5% employers contribution
- Opportunities for some home working
- Employee Assistance Programme