

APPLICATION PACK

JOB DESCRIPTION

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

Job Title: Debt Outreach Adviser (Part-time 0.8 FTE)

Reporting to: Advice Supervisor

Location: St Pauls Advice Centre (SPAC) Bristol

Main Purpose: To assist in the delivery of SPAC's free, independent specialist Debt advice, advocacy and representation services, and specifically, to Increase advice provision through community-based outreach activities and as part of Bristol Court Advisory Network (CAN).

- Responsibilities:
Advice and
casework**
- Provide specialist advice and information to SPAC clients in accordance with SPAC policy, procedure and relevant quality standards.
 - Provide support and assistance to individuals in order to secure their rights through advocacy and casework methods.
 - To carry and manage a specialist advisor caseload, keeping adequate case records using Advice pro.
 - To provide outreach Community organisations in inner city and east Bristol.
 - To provide debt advice at Possession Claim hearings at Bristol Civil Justice Centre as part of Bristol CAN.
 - Ensure all advice and casework complies with the requirements of the Advice Quality Standard and SPAC's Office Manual.
 - Keep accurate statistical/monitoring records.
 - Identify and act upon social policy issues including recording appropriate case studies.
 - Keep up-to-date with relevant legislation, policies and practices.
 - Assist in ensuring the delivery of SPAC advice services to funding or contract targets and providing cover for advice sessions where needed.

Other responsibilities

- Engage in line management, supervision and annual performance appraisal with the Advice Supervisor.
- 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.
- Participate in the Bristol Court Advisory Network meetings.
- Attend and where appropriate 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:

- Starting salary: £23,415.20 (NJC Pt 18: £29,269 FTE*) with the potential to increase to £26,419.20 (NJC Pt 24: £33,024 FTE*) depending on qualifications and experience (*subject to salary review)
- Working hours: 28 hours per week
- Fixed term contract to 31st March 2026
- Annual Leave: 30 days full time equivalent (pro rata)
- Extra 3 days annual leave between Xmas & New Year
- Pension Scheme: 5% employers contribution
- Employee Assistance Programme