

Role: Senior Debt Adviser/Debt Team Leader

Location:	Flexible (hybrid, office, home)
Hours:	Part time (30 hours per week)
Contract:	Fixed Term Contract (subject to funding)
Salary:	£36,685.59 (Pro rata)
Salary Actual:	£29,348.48
Reporting to:	TBC
Responsible for:	Support and supervision of our Debt Free Advice team of debt advisers and undertaking debt advice casework in accordance with the requirements of the role.

At Citizens Advice Waltham Forest (CAWF) we provide over-indebted Londoners with free, face-to-face/telephone advice that is accurate, effective and tailored to individuals' circumstances.

This includes:

- Provide casework covering the full range of debt - Interviewing those that access our service using sensitive listening and questioning skills in order to allow them to explain their problem(s) and empower them to set their own priorities.
- Researching and exploring options and implications so that those accessing our service can make informed decisions
- Ensuring income maximisation through the appropriate take up of income, including those relating to water charges, benefits, tax and housing

- Providing in-depth quality advice and on-going casework, including acting for the client where necessary using appropriate communication skills and channels
- Maintaining detailed case records, ensuring that all work meets all auditing and quality standards and the requirements of the funder

Role profile

Support and Supervision of Debt Advisers

- Supervise the work of staff in the team through the provision of regular supervision, support and reviews, to ensure that internal and external standards are met
- Act as technical consultant to support the debt advisers within the Debt Free Advice Team
- Ensure that new recruits are successfully inducted and developed in a timely manner.
- Ensure existing members of staff are developed by identifying and arranging internal or external training
- Mentor, coach and deliver training to your team as appropriate.
- Identify and implement your own training and development needs.
- Produce monitoring reports in line with the funder's requirements.
- Monitor and track the teams performance against targets and implement remedial action where necessary

Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- To maintain detailed case records including ensuring that all work meets all auditing and quality standards and the requirements of the funder and that all case records are written up in a timely manner
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.

- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's agreed processes and the Advice Quality standard / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervisor sessions/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

Other

- Keep up to date with legislation, policies and procedures and undertake appropriate training. This includes ensuring you complete a minimum of 16 hours/equivalent of technical debt advice CPD accredited training or qualifying activity and maintaining an up-to-date record of all training sessions
- Complete monitoring reports and returns for the funder as required
- As a Senior Adviser represent CAWF at DfA meetings
- Complete required training to comply with quality assurance processes

- Carry out any task that may be within the scope of the post to ensure the effective delivery, development and representation of the service.

Person specification

Essential Criteria

1. Demonstrable knowledge and experience of debt advice and casework
2. Hold a valid Money Advice Service accredited qualification in debt advice to level three or higher via the Community Money Advice, a certificate in Money advice practice (Cert MAP) from the Institute of Money Advisers or Money Advice Service's Giving Good Debt Advice modules for advice work, specialist casework and court representation
3. Understanding of the debt advice model with proven casework skills and experience of dealing with complex and challenging cases.
4. Ability to deliver high quality advice and casework and financial capability sessions to meet targets whilst ensuring collection of data to support funder's monitoring and reporting requirements, the frequency will be determined by the funder
5. Have essential IT and telephone skills and ability to use an online based Client Management System (CMS) to deliver advice across multiple channels and maintain case records
6. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
7. Ability to work in outreach settings with an understanding of information assurance and safety in those settings
8. Ability to commit to and work with the aims, principles and policies of Citizens Advice Waltham Forest
9. A good up to date understanding of equality and diversity and its application to the provision of advice
10. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings
11. Represent Citizens Advice Waltham Forest at Debt Free Advice events, and other events that support the promotion of charity and its beneficiaries

Desirable criteria

12. Knowledge and experience of delivering welfare benefits advice

13. Experience of monitoring performance and targets and producing reports to funders in addition to Debt Free Advice
14. Experience of managing and supporting a team of frontline staff

Candidates must meet all essential criteria on the specification in order to be shortlisted for interview.

In accordance with Citizens Advice national policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.