

This Debt Caseworker job pack includes the following items:

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## **JOB VACANCY ADVERT**

### **Debt and Money Advice Caseworker**

Office Location: Remote (Home-based working) or, if preferred, at our Scarborough Office.

Salary: **£25,295 per annum pro-rata (£5,059 pa per day actual salary).**

Hours per week: **1, 2 or 3 days per week**

Type of contract: **funding until 31<sup>st</sup> March 2022**, with possibility of continuation funding.

We are seeking a debt and money advice caseworker to provide specialist debt advice to clients trying to contact us via the phone, webchat and email. This funding is for 1-3 days per week so would suit someone who is currently working on a debt contract and wants more hours.

You will have experience of giving specialist debt advice, preferably in a MAPS or equivalent contract setting, and possibly be a DRO intermediary.

You must be comfortable using the phone, webchat and email software, as well as Citizens Advice systems.

This role can be done remotely from home, so you do not have to be local to Scarborough.

Closing date for applications: **Monday 14<sup>th</sup> June at 5pm**

**For an application pack and form:** visit [www.scarcab.org.uk/jobs](http://www.scarcab.org.uk/jobs) or email [cab@scarcab.cabnet.org.uk](mailto:cab@scarcab.cabnet.org.uk) **CVs will not be accepted**

Return completed application pack to [cab@scarcab.cabnet.org.uk](mailto:cab@scarcab.cabnet.org.uk) or post to Citizens Advice Scarborough & District, 4 Elders Street, Scarborough, YO11 1DZ

If you have any queries about this role, please contact Anne-Marie Benson via email [ceo@scarcab.cabnet.org.uk](mailto:ceo@scarcab.cabnet.org.uk) or call 01723 368710.

At Citizens Advice Scarborough & District we value diversity, promote equality and challenge discrimination. We are a Disability Confident employer.

**Please note that if you have not heard from us by 1<sup>st</sup> July 2021, your application has been unsuccessful.**



# Remote Debt and Money Advice Caseworker – part-time Job pack

Thanks for your interest in working at Citizens Advice Scarborough & District. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Scarborough & District
- The role profile and personal specification
- Terms and conditions
- What we give our staff

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Anne-Marie by emailing [ceo@scarcab.cabnet.org.uk](mailto:ceo@scarcab.cabnet.org.uk) or calling 01723 354795.



## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



# How Citizens Advice Scarborough & District works

We provide general advice and support on a range of legal subjects such as: benefits, debt, employment, housing, family and relationships, immigration, consumer, utilities, charitable applications, health, education and more.

Last year we helped over 4,000 people deal with 13,100 issues and we helped clients gain almost £11m of additional income. We use a mixture of volunteers and paid staff to run our frontline advice service, and have staff who are specialists in debt, benefits, and in supporting people who have mental health issues or a cancer diagnosis.

We are a member of the Citizens Advice service which is made up of Citizens Advice - the national charity - and a network of around 270 local Citizens Advice members.

Our network of independent charities, delivers services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

We do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



## The role

We are seeking a dynamic, experienced debt and money advice caseworker, to provide specialist debt advice to clients trying to contact us via the phone, webchat and email.

You will be trained in specialist debt advice, and ideally be a DRO Intermediary and have experience of giving specialist debt advice, preferably in a MAPS or equivalent contract setting.

You must be comfortable using the phone, webchat and email software, and be able to use the Citizens Advice systems.

This role can be done remotely, so you do not have to be local to Scarborough.



# Job Description

## Casework

- Provide casework covering the full range of the debt and money advice.
- Prepare and present cases to the appropriate statutory bodies, insolvency service and courts as appropriate and negotiate with third parties as appropriate.
- Assist clients where necessary by calculating, negotiating, drafting or writing letter and telephoning.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all casework conforms to the organisations Office Manual and the Advice Quality Standard and, Insolvency Service, FCA regulations and MAPS Funding requirements

## Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisations management.

## Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to specified area and undertaking appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for attend supervision session/team meetings/management team meetings as appropriate.
- Undertake necessary annual training to maintain CPD points as required by funders.

## Administration

- Use IT for statistical recording, record keeping and document production, including financial statements.

- Attend internal and external meetings as agreed with the manager.
- Maintain a library of reference material and case law.
- Liaise with statutory and non-statutory and present the service on outside bodies as appropriate.



## Person specification

### Essential Criteria

1. In-depth knowledge and experience of providing specialist debt and money advice.
2. Accredited to undertake Money and Pensions Service Debt and Money Advice, or willing to undertake accreditation.
3. Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
4. Ability to meet FCA regulations and MAPS contract requirements.
5. Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.
6. Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
7. Utilising IT in the provision of advice, including using our Case management System and preparing financial statements and recording casework electronically.
8. Understanding of and commitment to the aims and principles of the organisations service and its equality and diversity policies.
9. Ability to prioritise own work to meet casework and organisational deadlines. Ability to work as a member of a team, including communicating effectively remotely.

### Desirable Criteria

1. Registered DRO Intermediary
2. Currently or recently worked as a debt caseworker in a MAPS or equivalent contract.

In accordance with Citizens Advice national policy we may ask 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.



## Terms and conditions

- Hours of Role: **1, 2 or 3 days per week**
- Salary of Role: **£25,295 per annum pro rata (£5,059 per day actual pa)**
- Funding is secure until 31<sup>st</sup> March 2022, but continuation funding is possible, dependent on contract tendering.
- 28 days holiday per year, plus more if Trustees agree office closures over Christmas.
- 2 weeks sick pay per year, then SSP.



## What we give our staff

- 5% pension contribution.
- Access to an Employees Assistance Program including 24/7 support and advice, Mental Health support and some legal assistance and cover.
- Full training and support in learning our systems and IT.
- Full technical debt supervision, provided by Citizens Advice.
- Training of 16 CPD points annually.





## **Important Information for applicants**

### **Guidance on completing the form**

Please see the accompanying document for guidance on how to complete the application form for this post.

### **GDPR/Data protection**

#### **How we will use your information?**

The information you give us on the application form will be used to help us decide whether to recruit you as a member of staff - this is our 'legitimate interest' under data protection law. It will only be seen by staff involved in the recruitment process, and will be stored securely.

If you are recruited, we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details, and over time records of training, support meetings and where relevant, appraisals. Again, it will be kept securely, and only those people who need to see your information in order to involve you will have access to it.

All use of applicant's information will be relevant to their involvement, and may include:

- Contacting applicants when necessary
- Making reasonable adjustments to improve accessibility
- Monitoring statistical details of our applicants
- Providing ongoing support to applicants
- Addressing problems or complaints

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website: [www.ico.org.uk](http://www.ico.org.uk)

### **Background information for applicants**

The [About Citizens Advice](#) section of the public website gives an introduction to the Citizens Advice service, explaining our principles and aims, our structure and the work that we do.

### **Disability Confident**

[Disability Confident](#) is a government scheme to encourage employers to recruit and retain disabled people and those with health conditions. It has replaced the previous Two Ticks Positive About Disabled People scheme.

Part of the rationale for the Disability Confident scheme includes the desire to halve the disability employment gap by mobilising employers to retain or recruit disabled people. The role of the DWP is to support disabled people and those with long term health conditions into, or back into, work.

Citizens Advice Scarborough & District has signed up to this scheme, as has national Citizens Advice, and we are a Disability Confident Employer.

### **Equality & Diversity**

At Citizens Advice Scarborough & District we promote equality, value diversity and challenge discrimination. We aim to follow these principles in everything we do, including our recruitment process.



## **Guidance notes for applicants**

### **Application form**

Please complete your application and return it by post or email (as a Word document) no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

### **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We are a Disability Confident employer.

### **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

**We value diversity, promote equality and challenge discrimination**

Please note that Citizens Advice Scarborough & District does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## **Diversity Monitoring**

Citizens Advice Scarborough & District values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Scarborough & District. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## **Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

**We value diversity, promote equality and challenge discrimination**

## **References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## **Criminal convictions**

Anyone who applies to work within Citizens Advice Scarborough & District will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Scarborough & District – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

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