

Job Description
Job Title: Debt Caseworker

Line Manager: Head of Advice Services

Hours: 37 hours p/w (Min 22.5 hours)

Salary: £28,000 - £31,000 p/a FTE

Type of contract: Permanent

Location: Dudley and Wolverhampton Offices/ Venues / Home Working

Main Job Purpose

- To deliver a high-quality, debt casework service to clients in line with contractual requirements, organisational standards, and regulatory expectations
- This role is intended for an experienced debt adviser who is able to manage a debt caseload and work with a high degree of autonomy. The post holder will be responsible for achieving agreed targets and outcomes, while ensuring all work complies with Citizens Advice Quality Standards, the Money and Pensions Service (MaPS) Debt Advice Quality Framework, and Financial Conduct Authority (FCA) requirements

Where required, the organisation will provide training, supervision and support to enable the post holder to develop casework skills, meet accreditation requirements, and build confidence in more complex or court-related work

Main Tasks and Responsibilities

Advice and Casework

- Provide comprehensive debt advice, acting as adviser, advocate and representative for clients as required
- Manage cases covering the full range of debt issues, including: Budgeting and financial assessments, negotiation with creditors and third parties, drafting correspondence and making representations; and court related work, including preparing and presenting applications to county and magistrates' courts (where appropriate)
- Ensure clients receive income maximisation support, including take up of relevant benefits and financial support
- Support clients with other related issues where these are integral to their debt case, making appropriate internal and external referrals
- Maintain a targeted level of caseload, agreed with the Line Manager and commissioners, reviewed regularly to ensure contract compliance
- Progress cases in a timely manner, ensuring clear action plans, outcomes, and accurate recording

Quality, Compliance and Regulation

- Deliver advice in line with Citizens Advice aims, principles and quality standards
- Ensure compliance with the MaPS Debt Advice Quality Framework and FCA regulatory requirements
- Hold appropriate accreditation for the activities undertaken or work towards required accreditation within an agreed timeframe, supported through supervision and training
- Maintain up-to-date knowledge of relevant legislation, case law, guidance and best practice

- Participate in quality assurance processes through learning reviews and feedback

Targets, Outcomes and Reporting

- Take responsibility for meeting agreed individual targets, including case outcomes, throughput and quality standards in line with agreed service expectations and timeframes
- Record all work accurately and promptly on the case management systems
- To complete statistical returns and reports required by the organisation and commissioners
- Provide data and case studies to support service monitoring, funding requirements and organisational reporting

Research and Campaigns

- Contribute to social policy work by identifying emerging trends and barriers faced by clients, in line with organisational priorities
- Produce evidence forms and case examples where appropriate
- Support organisational campaigns and research activity through accurate and timely information sharing

Partnership Working and Networking

- Attend internal and external meetings as agreed with the Line Manager
- Build positive working relationships with partner organisations, stakeholders and referral agencies
- Deliver talks, presentations or briefings to partner organisations or client groups where appropriate

Administration

- Maintain clear, accurate and up-to-date case records to support continuity of casework, quality assurance and reporting
- Use IT systems effectively for case management, statistical recording and document production
- Work confidently with remote and digital systems, ensuring data protection and confidentiality at all times, including when home working
- Maintain awareness of health and safety issues and report concerns to the Line Manager and Health & Safety Lead

Professional Development and Team Contribution

- Prepare for and attend regular supervision, reviews and annual appraisal
- Take responsibility for identifying training and development needs, supported by agreed learning plans
- Attend relevant training, meetings and updates to maintain professional competence
- Contribute to a positive learning culture by sharing knowledge and supporting colleagues
- Assist with the induction, training and support of staff and volunteers as agreed with the Line Manager



Other such duties

- Comply with all organisational policies, procedures and guidelines, including those held on Bright HR (HR software platform)
- Uphold health and safety responsibilities for self, colleagues and clients
- Promote the aims, principles and reputation of the organisation at all times.
- Work flexibly and be prepared to travel across Dudley Borough and the City of Wolverhampton as required
- Support the delivery of the organisation's business plan and strategic objectives
- Undertake any other duties consistent with the role, as reasonably required by Senior Leadership Team or the Chief Executive

Signature of Post Holder:

Date: