

**Person Specification
Debt Caseworker**

Essential Criteria	
1	Practical commitment and understanding of Citizens Advice values <ul style="list-style-type: none">• The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service• Ability to demonstrate understanding of social and economic factors affecting clients and access to advice• Demonstrate through behaviour an understanding and embodiment of our organisation's values, the 4Cs: Connect, Change, Compassionate and Committed
2	Experience of dealing with debt clients <ul style="list-style-type: none">• Experience of delivering debt or money advice work within the last three years, or demonstrable equivalent experience in a related advice role• Experience of effective liaison with external stakeholders and partners and being a representative of an organisation• Proven ability to deal with sensitive issues and competing demands with professional judgement, tact and diplomacy• Ability to work confidently with financial information, including budgets and financial assessments• Ability to work effectively in emotionally demanding situations, demonstrating adaptability, self-awareness and professionalism
3	Planning and Organisation skills <ul style="list-style-type: none">• Excellent organisational and administrative skills, with the ability to manage a caseload, prioritise work and meet tight deadlines using own initiative• Ability to manage competing demands effectively and remain calm, organised and focused in a pressurised environment• Methodical approach to casework, including following agreed procedures and contributing to service improvements
4	Accurate written Communication skills <ul style="list-style-type: none">• Ability to maintain accurate, clear and timely case records in line with organisational and quality requirements• Ability to analyse and summarise complex information clearly in written form, including correspondence and reports
5	Excellent verbal and communication skills <ul style="list-style-type: none">• Ability to communicate clearly and professionally with clients, colleagues and external partners• Ability to explain complex information in an accessible and client-centred way• Effective negotiation and liaison skills when working with external agencies and creditors
6	Experience of working effectively with teams <ul style="list-style-type: none">• Ability to work collaboratively within a team, contributing positively to a supportive working environment• Commitment to equality, diversity and inclusion, and to maintaining dignity and respect at work

7	Commitment to learning and development of self and others <ul style="list-style-type: none">• Willingness to reflect on practice and engage positively with supervision and feedback• Commitment to ongoing learning and professional development• Willingness to work towards and maintain required accreditation within agreed timescales - supported through supervision and training where required
8	IT and technological skills <ul style="list-style-type: none">• Ability to use case management and digital systems effectively to deliver advice and maintain records• Competence in standard IT applications, including word processing, spreadsheets and email• Confidence in using digital tools to support remote and hybrid working
9	Judgement and decision making <ul style="list-style-type: none">• To be able to work autonomously and to make decisions in the best interests of the clients and/or organisation recognising when to seek guidance or escalate appropriately
10	Quality <ul style="list-style-type: none">• Commitment to delivering a high-quality, client-focused advice service• Ability to work in line with relevant quality, regulatory and confidentiality requirements
11	Flexibility <ul style="list-style-type: none">• Flexible approach to your place of work in order to meet the needs of the organisation and provide cover where relevant
12	Other <ul style="list-style-type: none">• Willingness and ability to travel; access to own transport or the ability to move around Dudley & Wolverhampton
Desirable <ul style="list-style-type: none">• Satisfactory completion of Citizens Advice basic training programme or competencies or equivalent• Bilingual skills in a community language• Registration as a DRO intermediary, or willingness to work towards this• Experience of undertaking casework	