

**Person Specification  
Debt Caseworker**

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

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