

Candidate information pack

**Specialist Debt**

**Caseworker**

We must  
keep on protecting  
each other.



HANDS



FACE



SPACE

**citizens  
advice**

**Stevenage**

cyngor ar bopeth  
citizens advice  
cyngor ar bopeth  
citizens advice





## Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

### Want to chat about this role?

If you want to chat about the role further, you can contact Charlie by emailing [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)





## **We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

## **3 things you should know about us**

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 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.



## Specialist Debt Caseworker

### Reporting to:

Advice Quality and Operations  
Manager

### Department:

Advice Services

### Hours:

19.5 per week

### Contract:

Fixed term until 30<sup>th</sup> September  
2025

### Salary:

£25,341.31 to £27,341.31

Pro-rata

Depending on Experience

### Holidays:

27 plus bank holidays

Pro-rata

## Purpose of the Job

**Working within the aims, policies and principles of the Citizens Advice Service, to support clients with a range of debt (and related) issues, providing information, advice and casework support in person, via telephone, video calling and email.**

The successful candidate will use independent information sources and internal tools available to provide holistic debt and budgeting advice, reviewing and translating complex information to clients to ensure they understand the debt options available to them.

DRO approved intermediary qualifications are desired but not essential.

## **Debt Advice and Casework**

- Provide casework covering the full range of debt advice, which conforms to the Advice Quality Standard.
- Assist clients with other related problems where they are an integral part of their case, for example, welfare benefit and housing issues. Refer to other advisers or specialist agencies as appropriate.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Ensure income maximisation through the take up of appropriate welfare benefits.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- Deliver financial capability advice to clients as part of the debt advice process, and ongoing afterwards
- Provide advice and assistance to other colleagues across the whole range of debt issues.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate, including DRO and bankruptcy applications.
- Support and develop volunteers to be able to deliver financial capability advice as part of the debt advice process

## **Professional development**

- Keep up to date with legislation, policies and procedures relating to Local Authority Housing, debt and benefits, and undertake appropriate training
- Read relevant publications
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend development sessions and team meetings as appropriate

## **Research and Campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances.
- Record statistical information on the number of clients and nature of cases. When required, provide reports and case studies management.
- Alert other staff to local and national issues

## **Other duties/ responsibilities**

- Make home/outreach visits as necessary
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **Administration**

- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to Local Citizens Advice Office work and undertake appropriate training.

## **Public Relations**

- Maintain close liaison with relevant external agencies.
- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

## Person Specification | What you need to do this job

**Knowledge** and experience of Debt and Benefit laws and regulations

**Communication skills** excellent verbal skills with particular emphasis on sensitively and effectively interviewing clients, and negotiating and representing with third parties on their behalf.

Ability to build rapport with clients and provide non-judgemental advice and information.

**Writing skills** with particular emphasis on recording case notes, and negotiating, representing and preparing reviews, reports and correspondence.

**Organisational skills**, taking an ordered approach to casework, with the ability to prioritise own work, meet deadlines and manage caseload. An ability and willingness to follow and develop agreed procedures.

**Ability to use IT systems** in the provision of advice and the preparation of case records, reports and submissions.

**Ability to give and receive feedback** objectively and sensitively and a willingness to challenge constructively.

**Ability and willingness to work as part of a team.**

**Ability to monitor and maintain own standards.**

**A commitment to continuous professional development.**

**Understanding of and commitment to the aims and principles of the Citizens Advice service** and its equality and diversity policies.

## Interview Process

### The closing date is:

Friday 6<sup>th</sup> December 2024,  
6pm

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

\* We reserve the right to close the application prior to this date.

## Application Process:

To apply, please send your CV and concise supporting statement which includes examples and evidence of when you have demonstrated the attributes listed within the person specification. You will be expected to address each point separately and, in the order listed.

Applications should be submitted to  
[recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)

If you do not complete a full supporting statement in the requested format, your application may be rejected.



# Guidance notes for applicants

## Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## 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. Please note that Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

## 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. 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 Stevenage 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 Stevenage – 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.

## Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## Addressing each point of the person specification

This is a key section of the application 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.





[www.castevenage.org.uk](http://www.castevenage.org.uk)

**Candidate Briefing Pack November 2024**

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