



Debt Adviser – Money & Pension Service (MaPS)

Job pack

Thanks for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the Debt Adviser – Money & Pension Service (MaPS)
- Role profile and person specification
- Our approach to equality and diversity

Our values

Values to help us achieve our cultural ambition: an inclusive, purpose driven workplace that listens, works together, is open and honest, accessible and helps everyone be the best they can be.

Purpose driven we always focus on the people who need our help.

People focused we recognise, value and reward contributions and talents in an open, fair, and meaningful way.

Collaborative we build relationships across teams and locations to foster innovation and inclusive ways of working.

Transparent we are open and honest, sharing information early and often whenever we can.

3 things you should know about us

1. We're local and we're national. We have 5 offices in the New Forest and offer direct support to people in 279 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.



Overview of the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

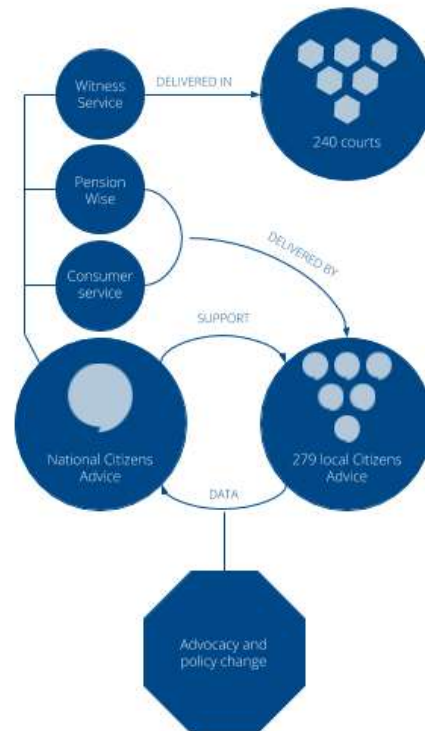
This role sits within our network of independent charities, delivering services from

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

They 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.





Overview of the Debt Adviser – Money & Pension Service (MaPS)

The MaPS Debt Adviser will provide an information, advice and casework service to people who are experiencing profound difficulties in managing financial problems including debt, and who may face additional problems as a result of their financial problems. This support will be through multiple channels including face-to-face, telephone and email.

The role is offered on a permanent basis but funding for the projects is currently agreed for a fixed term until the end of March 2026. Whilst we will strive to secure further funding beyond this date, continued employment beyond this date is not guaranteed.

The role is funded by The Money and Pensions Service (MaPS). MaPS is an arm's-length body, sponsored by the Department for Work and Pensions, with a joint commitment to ensuring that people throughout the UK have guidance and access to the information they need to make effective financial decisions over their lifetime. Working collaboratively with MaPS, we aim to ensure clients can access high-quality debt guidance and advice when they need it.



Role Profile

Job Title	Debt Adviser
Reporting to	Debt Team Leader, Citizens Advice New Forest
Salary	£26,350 if qualified, £24,350 if training needed
Hours of work	37.5 hours per week – job share / part-time considered
Length of contract	Permanent
Location	Hybrid - base office in one of Citizens Advice New Forest offices – to include some home working by agreement
Holiday	25 days per annum pro rata
Role purpose	The MaPS Debt Adviser will provide an information, advice and casework service to people who are experiencing profound difficulties with debt, with the aim of helping them deal with their debt issues and move forward with their life.

Working with clients	<ul style="list-style-type: none">● To provide in-depth, high-quality debt information, advice and casework, covering the full range of debt issues● To use sensitive listening and questioning skills to engage with clients identified as in need of support to deal with their debt situation● To build trust with clients through face-to-face meetings and telephone and email contact to help identify debt and associated issues and to support the collection of information● To identify personal strengths of clients and to help clients to build on them to engage in the processes involved in resolving their financial difficulties.● Research and explore options and clarify implications so that clients can make informed decisions● Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning with third parties● To support clients in following advice on ways to maximise income and reduce debt● To 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● Complete debt advice casework by ensuring that clients are supported with follow up paperwork requests, collating paperwork, filing and other related duties as required. This may involve a Fact Find of their current financial situation, communication of the prepared budget and financial plan, and encouragement to stick to the plan● Record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation● Apply Citizens Advice aims, principles and policies when dealing with debt advice enquiries
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	<ul style="list-style-type: none"> • To ensure that all work meets quality standards set by Citizens Advice, the Money and Pensions Service, the Advice Quality Standard and the FCA
Contribute to team	<ul style="list-style-type: none"> • Contribute to the efficient working of the team in delivery against project delivery requirements • Engage with team members and the wider Citizens Advice New Forest service, sharing knowledge and good practice and supporting each other to problem solve • Attend and participate in local team meetings, project meetings, and other meetings as recommended by your line manager
Management information	<ul style="list-style-type: none"> • Set up and maintain casework and other admin systems as required • Maintain client records to required standards on the organisation's case management system • Ensure clients are encouraged to feedback on the service they receive
Quality	<ul style="list-style-type: none"> • Continually meet the requirements of the project's Quality Framework and engage with Quality supervision and support services
Training	<ul style="list-style-type: none"> • Attend learning events and carry out learning activities in line with Continuing Professional Development requirements for debt advisers • Keep up to date with legislation, case law, policies and procedures relating to money advice and attend appropriate training, including reading relevant publications • To identify and develop own learning opportunities
Equality and Diversity	<ul style="list-style-type: none"> • Ensure that work undertaken reflects and supports the service's Equality and Diversity Strategy
IT Proficiency	<ul style="list-style-type: none"> • Develop and maintain Information Technology proficiency to support your work requirements
Other	<ul style="list-style-type: none"> • Participate in research & campaigns work, as organised

	<p>within the organisation and at regional or national level by raising evidence forms, providing case studies etc.</p> <ul style="list-style-type: none">● Comply with all the organisation's published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities● Uphold the aims and principles of the organisation● Undertake any other duties as might be reasonably required within the scope of the role
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Person Specification

Essential

- Relevant and transferable experience in supporting people who are vulnerable, marginalised or experiencing significant difficulties in their daily lives
- Good people skills including the ability to engage, to empathise, to manage clients' frustration and to overcome barriers to change
- Ability to work in a person-centred way that balances empathy with empowering clients to make good choices
- Ability to work without close supervision
- Excellent organisational, time management, oral and written skills including the ability to communicate complex information in a clear and accessible manner
- Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
- Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
- Ability to maintain confidentiality and appropriate professional boundaries
- Understanding of and commitment to the aims, principles and policies of Citizens Advice
- Ability to operate as a team player and communicate effectively with colleagues and managers
- Ability to understand organisational priorities and to work towards achieving agreed objectives within CA and with partner agencies

Desirable

- Experience of the debt advice process, or from a general advice service
- Experience of working with people with multiple and complex needs
- Experience of safeguarding and lone working
- Understanding of the welfare benefits system process
- Able to drive and own a car that is insured for business purposes

Additional requirements

- The post is subject to a DBS check

Further Information and to Apply

This role would suit a trained Debt or Benefit Adviser, however we would also be keen to hear from candidates who have transferable skills and that would be willing to undergo training in debt advice. So, if you have experience of working with vulnerable clients and are interested in finding out more, please get in touch.

If you would like to discuss this role further, please email James Lethbridge, Project Operations Manager at james. lethbridge@canf. uk

Applicants will be considered on a rolling basis, but the closing date for this role is Friday 25th October 2024

We value diversity, promote equality and welcome applications from all sections of the community. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce

To apply for this role, please send your CV and a cover letter (no more than 500 words) to jobs@canf. uk