### **DENNY AND DUNIPACE CITIZENS ADVICE BUREAU**

**MONEY ADVISER JOB DESCRIPTION AND PERSON SPECIFICATION**

Name of Employer: Denny and Dunipace CAB

Job Title: Money Adviser

Responsible to: Bureau Manager

Responsible for: the quality of advice and standard of service provided by the money advice unit

**Role responsibilities include:**

* Undertaking detailed casework on multiple debt problems
* Supervising training and supporting advice workers dealing with money advice enquiries
* Taking responsibility for day to day function of money advice work
* Maintaining expertise in relevant legislation eg welfare rights, debt and bankruptcy
* Maintaining detailed statistics and records of individual debt cases
* Providing regular reports on functioning and development of the project
* Working co-operatively with money advisers in other CABx and other agencies within local authority area, in the production of reports and strategies to improve the provision of money advice
* Attending staff/team meetings as required
* Establishing/improving liaison with other agencies and community groups
* Developing public awareness of the service and undertaking promotional work by giving talks and developing training as required
* Carrying out other duties specified by the manager related to the field of debt advice and the working of the CAB

**PERSON SPECIFICATION**

**Essential**

* Experience in the provision of one to one advice
* Experience in casework and case management
* Experience of preparing reports and feedback for internal and external use
* Ability to work without close supervision
* Ability to work as part of a team
* Ability to communicate effectively, both orally and in writing
* Understanding of the main principles and methods of gathering statistics
* Good knowledge of social security benefits and the legal rights of debtors and creditors
* A working knowledge of Microsoft software and related packages
* An understanding of and commitment to the aims and principles of CAB
* A willingness to undertake training identified in collaboration with the bureau manager

Desireable

* Completion of CAB ATP generalist adviser training
* Recent experience of money advice or debt counselling
* Experience in preparation and presentation of training courses