**Hamilton Citizens Advice Bureau**

**Position:** Money Advice Caseworker

**Employer:** Hamilton Citizens Advice Bureau

**Location:** Hamilton

**Hours:** 35 hours per week – to be agreed

**Fixed Term:** 31st March 2022 – extension subject to funding availability

**Supervisor:** Money Advice Lead Officer

**Main Responsibilities**

1. Providing Type II money advice casework service as part of the Hamilton CAB Money Advice Team

**Duties & Specific Tasks**

1. **The Service**

* To undertake detailed casework at Type II level on debt matters
* To provide technical support to volunteer advisers
* To comply with Scottish National Standards of Information and Advice Adviser competences and Citizens Advice Membership Standards

1. **Organisation**

* To operate within SNS and Hamilton CAB policies, procedures and operational framework
* Liaise with CAB colleagues supporting the SL CAB Debt Helpline service, the In-Court Advice and other services to improve and develop accessibility of money advice service
* To maintain good working relationships with local money advice and other agencies and co-operate to ensure appropriate use of services

1. **Bureau Management & Development**

* To participate in ensuring the Bureau Health & Safety, Data Protection and Confidentiality Policies are put into practice and systems maintained
* To contribute to the collation, gathering and reporting of information for the purposes of local and national social policy work
* To participate in staff meetings, individual supervision sessions, training and development to meet identified individual and organisational needs
* To contribute to the strategic development of the Bureau’s services and development
* To provide written reports for the Bureau Manager as requested
* Undertake any other reasonable duties as requested by Bureau Manager

**Hamilton Citizens Advice Bureau**

**Person Specification – Money Advice Caseworker**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | Literate; Numerate  CAS Adviser Training Programme  Evidence of completion/ CPD to MAQAF | Money Advice Practice Certificate |
| **Experience** | Recent experience of providing money advice to SNS competence  Experience of using debt systems and procedures | Supporting and supervising volunteers  Understanding of court procedures and papers relating to debt  Networking with other organisations |
| **Skills & Attributes** | Excellent written and oral communication skills;  IT proficiency – good working knowledge of advice and office software packages  Ability to mentor new and existing volunteers  Attention to detail  Problem- solving skills  Ability to work under pressure  Ability to conduct detailed negotiations  Ability to manage time and prioritise workload  Ability to be flexible in approach to meet individual needs |  |
| **Values & Attitudes** | Support the principle of volunteerism  Commitment to team working approach  Commitment to equality of opportunity  Support the aims and principles of Citizens Advice |  |
| **Knowledge** | A knowledge of money advice strategies  A working knowledge of Microsoft software and related packages  A working knowledge of the AIB DASH/ BASYS systems  An understanding of and commitment to aims, principles and policies of the service.  A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors  An understanding of the role of volunteers and their motivation | A working knowledge of the CASTLE case management system |