Money Adviser

**Denny and Dunipace**

**Citizens Advice Bureau**

* **Job Title:** Money Adviser
* **Location:** Denny and Dunipace Office, hybrid working options available
* **Responsible to:** Manager
* **Hours per week:** 27 hours per week

# About the role

The money adviser is responsible for providing specialist money and debt advice to clients referred through the generalist advice service or external agencies. The money adviser will complete money advice in line with all regulations and audit requirements (including national standards) and will be able, with additional training if needed, to complete statutory debt solutions with suitable clients including bankruptcy and debt arrangement schemes. In conjunction with the debt administrative assistant, they will be responsible for the advice, processes and reporting for money advice provision at Denny and Dunipace Citizens Advice Bureau.

# Job description

**Key responsibilities**

* 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

**Knowledge, skills and experience**

**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

**Desirable**

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

**Additional Requirements**

* As a result of some office restrictions in place as a result of covid-19, the successful candidate would be expected to work at least 1 day per week from home in the short term, with hybrid working options between office and home available to suit the candidate available in the longer term