

## **Salford Citizens Advice Bureaux**

Job description: Financial Inclusion Fund Debt Caseworker  
Responsible to: Community Outreach Team Senior Manager  
Salary: Scale 6 (plus 6% Pension supplement)  
Hours of work: 36.25

### **Responsibilities**

#### **1. Casework**

- 1.1 Provide casework covering the full range of debt advice
- 1.2 Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate
- 1.3 Negotiate with third parties as appropriate
- 1.4 Ensure income maximisation through the take up of appropriate benefits
- 1.5 Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate
- 1.6 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
- 1.7 Make home visits as necessary
- 1.8 Ensure that all casework conforms to the bureau's office manual and the Legal Service Commission Quality Mark requirements
- 1.9 Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
- 1.10 Prepare reports for the line manager and Trustee Board as requested

#### **2. Social Policy**

- 2.1 Assist with social policy work by providing information about client's circumstances, statistical information and nature of cases.
- 2.2 Assist the line manager to monitor service provision to ensure it reaches the widest possible client group
- 2.3 Alert other staff to local and national issues

#### **3. Professional Development**

- 3.1 Keep up to date with legislation, case law, polices and procedures relating to money advice, and attend appropriate training
- 3.2 Read relevant publications

3.3 Attend relevant internal and external meetings as agreed with the line manager

3.4 Prepare for and attend supervision sessions

3.5 Assist in initiatives to improve services

#### **4. Administration**

4.1 Use IT for statistical recording, record keeping and document production

4.2 Maintain reference material and local information systems

4.3 Ensure that all work conforms to the Bureau administrative policies and procedures

#### **5. Other duties and responsibilities**

5.1 Uphold the aims and principles of the CAB service or other employing agency and its equal opportunities policies

5.2 Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

5.3 Maintain and develop a close liaison with relevant external agencies, and represent the service as appropriate

5.4 Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service