

## **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

### **Person specification**

#### **Experience**

1. At least one years experience in money advice casework
2. Sound understanding of the processes involved in dealing with debt cases
3. Knowledge of the different types of debt and the options available to people
4. Experience in representing clients with money advice issues at court

#### **Skills and abilities**

- 1 The ability to communicate effectively and sensitively with clients and other parties. Excellent negotiation skills are required
2. Good writing skills with the ability to draft correspondence, and reports
- 3 Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
- 4 An ordered approach to work and willingness to follow and develop agreed procedures
- 5 The ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative
- 6 An understanding of the need for confidentiality and a non-judgmental approach to advice provision
- 7 The ability to work effectively as part of a team
- 8 The ability to give and receive feedback objectively and a willingness to challenge constructively
- 9 The ability to liaise with creditors, statutory agencies and other voluntary sector agencies
- 10 The ability to effectively use standard IT packages in the provision of advice and the preparation of statistical reports and submissions
- 11 Demonstrate an understanding of social trends and their implications for clients and service provision

- 12 Ability to travel to outreach sessions and home visits
- 13 An understanding and commitment to work within the aims and principles of the CAB service or other employing agency and it's equal opportunities policies