**PERSON SPECIFICATION**

**MASDAP TRAINEE**

**DEBT ADVICE CASEWORKER**

This person specification identifies the qualities and experience necessary to do the job. Candidates will be shortlisted based on these criteria. Experience may have been gained in a paid or voluntary capacity.

**Essential**

* A broad understanding and knowledge of advice
* Ability to communicate effectively, both orally and in writing with a range of professional and voluntary agencies.
* Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
* Experience and understanding of the issues involved in interviewing clients.
* Numerate and accurate.
* The ability to prioritise tasks, work to deadlines and to manage time effectively.
* Ability to use IT in the preparation of reports and submissions.
* Ability to maintain confidentiality and appropriate professional boundaries
* Ability to work in an enabling and non-judgemental way with people from a wide range of backgrounds
* Experience of working without close supervision and collaboratively with peers/team members.
* Ability to monitor and maintain own standards.
* Understanding of and commitment to the aims and principles of the organisation - especially policies relating to health and safety, confidentiality, equal opportunities and risk management.
* An ability to demonstrate a high level of commitment to training, a willingness to participate in continued personal development opportunities and to identify own training needs.
* Current driving licence with own transport, and commitment to using it.

**Desirable**

* Knowledge and experience of debt work
* Ability to give and receive feedback objectively and sensitively, and a willingness to challenge constructively.
* General knowledge of services and provisions available within Devon
* Experience of working with vulnerable or marginalised people