

 

**JOB DESCRIPTION**

**Job Title:** MAPSDebt Advice Project – Trainee Debt Advice Caseworker

**Responsible to:** Director of Development

**Salary:** £18,000 - £22,000 pro rata (depending on experience) +3% pension. (Rising to £22,837.50 on satisfactory completion of training)

**Job location:** South Hams and Teignbridge areas

**Job purpose:** The caseworker is responsible for delivering a high quality, consistent debt advice service to clients, with due regard to the aims, policies and procedures of the organisation.

**Main duties and responsibilities**

**NB: The post holder will be provided with appropriate supervision, support, mentoring and training to carry out the duties within this Job Description. A comprehensive training and development package will enable the post holder to achieve competence as a caseworker within 6-12 months.**

**Work with clients**

* Provide casework covering the full range of debt work, under the Money Advice Service Debt Advice Project (MASDAP)
* Ensure that clients receive a prompt and professional service
* Attain MASDAP client targets as required
* Act for the client where necessary by calculating, negotiating, and acting on debts, including offering advice on remedies such challenging debts, debt relief orders, bankruptcy, informal debt management plans.
* Clarify with the client their priority and non-priority debts and assist the client to negotiate realistic repayment plans with priority creditors.
* Advise and assist client in negotiating with relevant housing, welfare, benefit and justice agencies, and in budgeting, paying bills, maximizing income, and claiming relevant benefits.
* Ensure clients understand the terms of any legal obligation entered, or about to be, entered into.
* Attend court or other legal tribunals when appropriate to represent the interests of the client.
* Where other needs are identified, signpost to other housing and/or support services.
* Ensure clients are encouraged to feedback their views on the service they receive and take on any comments on ways we could improve the service.

**Networking/Partnership**

* Work closely with partner agencies
* Promote the services of the organisation to local housing, justice, social welfare, government agencies and other stakeholders.
* Contribute knowledge, expertise and ideas to appropriate local forums.

**Administration**

* Set up and maintain casework and other admin systems as required.
* Maintain agreed monitoring and outcome information for commissioning agencies and internal management purposes.

**Professional development**

* Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training; including reading relevant publications
* Attend meetings, supervision and training as required by line manager

**General**

* Uphold the aims and principles of the organisation
* Comply with all the organisation’s published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, and Equal Opportunities.
* Comply with organisational, statutory and legislative requirements
* Maintain regular contact with colleagues in the rest of Devon.
* Undertake other such duties as may be required to ensure the effective delivery and development of the service
* Where a home working arrangement has been agreed for the post, comply with the requirements of the Home Working Policy.

*This job description provides an indication of the roles and responsibilities of the post. It should not be construed as an exhaustive list of the duties. It may be re-negotiated, in consultation with staff, as the organisation develops. Some aspects of the role may be limited by the terms of a specific contract or funding.*

*Rev Nov19*