# Advert

# Community Advice Worker (Debt)

**Role details:**

**Position: Community Advice Worker (debt)**

**Location: Haringey, Greater London**

**Salary range: £33,587-£35,760 (FTE) 4 Days will be Pro rata.**

**London allowance: Yes**

**Hours per week: 28.8 or 36 Hours (PT or FT)**

**Type of contract: Permanent**

**Closing date for applications: 9am on the 11th August 2025**

**Interviews: TBC**

**Hybrid & Remote working considered.**

**Previous applicants need not apply.**

Citizens Advice Haringey is a dynamic and developing place to work, with a friendly and supportive team.

We are looking to take on an advisor who will focus on debt advice to join our team consisting of specialist caseworkers and generalist advisers. You will be expected to carry out generalist advice within the remit of the role.
You will be providing advice to clients, supporting them through the debt advice process; including dealing with emergencies, income maximisation, budgeting advice, and ultimately helping with a debt strategy. You will need to have a good grasp of housing, employment and other key areas that clients present with.

You will need to:

Negotiate with third parties in writing and on the telephone.

Act for clients where necessary by calculating, negotiating, drafting or writing letters and telephoning.

Be numerate and able to analyse data and draw conclusions.

Be willing to attend outreach locations.

Have good communication skills, with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.

Use IT to maintain case records for continuity of casework.

Training will be available to support continuous learning. We are willing to consider advisers with generalist experience who wish to develop their debt knowledge and skills.

Every local Citizens Advice is a registered charity. You should not send an application form to National Citizens Advice.

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# Role profile-Job Description

### Key roles duties

Provide advice and casework support to clients with debt and financial capability.

Support clients to deal with emergencies, improve budgeting skills and knowledge, and help with debt advice strategy. Prepare financial statements, negotiate with third parties and help with preparation for court hearings as appropriate.

Negotiate with third parties in writing and on the telephone.

Ensure income maximisation through the take-up of appropriate benefits.

Act for the clients where necessary by calculating, negotiating, drafting or writing letter and telephoning.

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.

Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring.

Provide a full welfare benefits casework service for people, including disability benefits and other sources of financial support, such as grants and help with health and travel costs.

Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.

Refer clients to colleagues or other agencies as appropriate for specialist help.

Support Citizens Advice's policy work by providing case studies, and feedback on issues of concern to people within the specialist area e.g. benefits or debt..

Take ownership for managing your own workload eg proactively reviewing progress on current cases, outcome of completed cases, closing cases and quality control.

Complete project monitoring forms with case studies and provide information about the project to assist with report preparation.

Maintain detailed (computerised) case records for the purpose of continuity of case work and information retrieval ensuring that all casework conforms to the organisations Office Manual and the Advice Quality Standard and/or the specialist Quality Mark as appropriate.

You are required to carry out other reasonable duties within the remit of the role.

**Research & Campaigns**

Assist with research and campaigns work by providing information about clients' circumstances.

Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisation's management.

Alert clients to research and campaign options

**Professional Development**

Attend relevant internal and external meetings or network events as agreed with the line manager.

Successfully complete the Citizens Advice Adviser Learning Plan.

Successfully complete Debt Training to Advice Level, further training beyond this for debt can be considered.

Attend learning events and carry out learning activities in line with continuing professional development requirements.

Keep up to date with legislation, case law, policies and procedures relating to the specified area - money advice, housing and welfare benefits, and attend appropriate training

To identify and develop your own learning opportunities Read relevant publications.

**Administration**

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

Attend internal and external meetings as agreed with the manager.

Maintain a library of reference material and case law.

Liaise with statutory and non-statutory and present the service on outside bodies as appropriate.

# Person specification

**Essential Criteria**

1. In-depth knowledge skills and experience to provide good quality debt advice and experience of giving advice in other areas as well. Experience can be from Citizens Advice or other advice backgrounds.

2. Numeracy skills, with the ability to learn how to carry out calculations for clients and prepare budgets, and to understand statistics and check accuracy of calculations

3. Ability to assess the most practical debts solutions and welfare benefits solutions.

4. Understanding of the causes of debt and the barriers to achieving a successful solution. Aswell, as being able to provide financial capability assistance.

5. Understanding of what casework support is, and the ability to take on the casework role. Ability to research, analyse and interpret complex information.

6. Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence. both with your colleagues and with a particular emphasis on sensitively and effectively interviewing clients.

7. Writing skills with particular emphasis on recording case notes, summarising advice to clients and corresponding with third parties on the behalf of our clients.

8. Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.

9. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

10. Organisational skills, with the ability to manage a workload and prioritise tasks, working to deadlines using own initiative.

11. Utilising IT in the provision of advice giving.

12. Understanding of and commitment to the aims and principles of the organisation's service and its equality and diversity policies.

13. Commitment to working as part of a Team and being flexible to meet the demands of the service.

**Desirable Criteria**

Specialist Debt experience.

Ability to speak another language.