



Debt Advice Worker - Trainee

Hours: 37 hours / Flexible & Part Time working hours will be considered

Location: Sandwell & Walsall

Salary: £23,000

Contract: Fixed Term 2025/2026 (Funding dependant)

Reports to: Debt Manager

Job Description

Citizens Advice Sandwell & Walsall is looking to recruit a trainee debt caseworker to assist in the provision of debt advice services to clients under a Money and Pensions Service contract.

You will:

- ❖ · Have the ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
- ❖ · Experience of working with clients in an advice setting would be preferable.
- ❖ · Have the ability to plan and organise your work.
- ❖ · Have the ability to handle confidential information.
- ❖ · Have the ability to work on your own initiative and as part of a team.
- ❖ · Have good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone.
- ❖ Have good technical skills .

To provide a specialist debt advice service, to clients through various channels available in the locations and dependent on service needs.

Casework:

- ❖ Provide casework covering the full range of debt specialism.
- ❖ Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- ❖ Negotiate with third parties as appropriate.

- ❖ 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.
- ❖ Ensure that all casework conforms to the appropriate quality standards e.g Quality Advice Assessments and Money Advice Service and/or others deemed appropriate.
- ❖ Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and submitting reports.
- ❖ Ensure that all work conforms to the CAS&W systems and procedures.
- ❖ Ability to work well under pressure and meet targets.
- ❖ Demonstrate good organisation and time management skills

Research and campaigns:

- ❖ Assist with research and campaign work by providing information about client's circumstances, using the electronic evidence forms (as needed).
- ❖ Provide statistical information on the number of clients and nature of cases and provide regular reports to line manager
- ❖ Monitor service provision to ensure that it reaches the widest possible client group.
- ❖ Alert other staff to local and national issues.

Professional development:

- ❖ Keep up to date with legislation, case law, policies and procedures relating to the role and service needs
- ❖ To keep up to date with the company's mandatory training requirements keeping own CPD up to date as required and also deliver training to volunteers, staff and partner agencies as and when required
- ❖ Read relevant publications.
- ❖ Attend relevant internal and external meetings as agreed with the line manager.
- ❖ Prepare for and attend supervision sessions/team meetings and forums as appropriate.
- ❖ Assist with Service initiatives for the improvement of services.

Administration:

- ❖ Use IT for statistical recording, record keeping and document production.
- ❖ Keep up to date with policies and procedures relevant to CASW work and undertake appropriate training.
- ❖ Maintain close liaison with relevant external agencies.

Public relations:

- ❖ Liaise with statutory and non-statutory organisations and represent the Service to outside bodies as appropriate.

Other duties and responsibilities

- ❖ Carry out tasks that may be asked of you by your line manager to ensure the effective delivery and development of the service needs.
- ❖ Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- ❖ Occasional evening and weekend availability will be required.
- ❖ Willingness to provide advice using different platforms such as webchat, adviceline and undertake home visits.
- ❖ Understanding of and commitment to the aims and principles of the CAS&W service as well as it's equality and diversity policies.