**Housing Related Debt Advice Caseworker**

**Job Description**

**Role purpose**

To provide specialist debt and money advice to Citizens Advice clients, and, where necessary, undertake casework on their behalf

**Casework**

* Provide casework covering the full range of debt and money advice.
* Support the client to understand their rights and responsibilities in maintaining a sustainable tenancy
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Ensure income maximisation through the take up of appropriate welfare benefits.
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts 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.
* Provide advice and assistance to other staff across the whole range of debt and money advice issues.
* Ensure that all casework conforms to the Citizens Advice Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
* Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
* Ensure that all work conforms to the Citizens Advice systems and procedures.

**Research and 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 Citizens Advice management.

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to debt and money advice and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
* Undergo DRO training.
* Assist with Service initiatives for the improvement of services.

**Administration**

* Review and make recommendations for improvements to Citizens Advice services.
* Maintain local information systems.
* Use IT for statistical recording, record keeping and document production.
* Keep up to date with policies and procedures relevant to Citizens Advice work and undertake appropriate training.
* Attend internal and external meetings as agreed with the manager.
* Maintain close liaison with relevant external agencies.
* Maintain a library of reference material and case law.

**Public Relations**

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

**Other Duties and Responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Support the management team in the delivery of the strategic aims of CASL.