

Money Advice Debt Caseworker

Person Specification

1. Knowledge and experience of debt and money advice, with the ability to recognise own gaps in knowledge and training needs.
2. Effective oral communication skills with particular emphasis on negotiating and representing.
3. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
4. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
5. Understand the issues involved in interviewing clients, displaying an approachable and non-judgemental attitude
6. Ability to prioritise own work, meet deadlines and manage caseload.
7. Ability to use IT in the provision of advice and the preparation of reports and submissions.
8. Ability and willingness to work as part of a team.
9. Ability to monitor and maintain own standards.
10. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.