



Advice Caseworker (Trainee)

Job description and person specification

Purpose of the job

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

The role forms part of the Money Advice Service funded Debt Advice Project (MASDAP) which aims to help as many clients as possible with their money advice problems.

Main duties and responsibilities

Our Advice Caseworkers are required to:

- Welcome clients to the service
- Enable clients to explain their needs
- Explore clients circumstances, support needs and channel preferences
- Research the options for meeting clients' needs
- Support clients to develop and implement action plans to meet their needs
- Assist clients to implement their action plan, including liaising with relevant agencies
- Undertake casework for clients, ensuring that all casework conforms to MASDAP requirements
- Contribute to telephone, drop-in and pre-booked appointment services
- Contribute to multi-disciplinary and multi-agency service provision
- Create and maintain comprehensive client and service provision records, using information technology and other systems
- Provide services in accordance with all relevant quality standards

Professional learning and development

Trainee Debt Advisor's are required to undertake learning and development including:

- Keeping up to date with legislation relating to debt issues and undertake appropriate training
- Keeping up to date with policies and procedures
- Attending internal and external training

Person specification

Essential:

Knowledge and experience in

- Assessing and supporting clients both on the phone and in person
- Advice giving processes and systems
- The communities supported by Sheffield Citizens Advice

Skills and abilities

- Listening, verbal, written and presentation communication skills
- To communicate well with clients, colleagues and other agencies
- To utilise case recording and other information systems that support advice provision
- To undertake analysis and research to support the formulation of action plans to meet clients' needs
- To support and empower clients
- To have strong IT skills
- To be able to learn and interpret complex information and convey it in an understandable way

Aptitude

Commitment to

- Working flexibly and to adapting to changing needs and priorities
- Team working
- The delivery of service performance standards
- Personal learning and professional development
- Equality opportunities and to valuing diversity
- The goals and values of Citizens Advice Sheffield

Qualifications, training and accreditation

Successful completion mandatory training requirements