|  |
| --- |
| **Trainee Debt Adviser****Job description & Personal Specification** |

****

|  |
| --- |
| **Reporting to:** Advice Services Manager |
| **Purpose of role:** Citizens Advice North Somerset (CANS) provides a range of advice 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 to improve the health and wellbeing of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial. We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination.This role forms part of the CANS Money Advice Service (Money Advice West funded by Money Advice and Pension Service (MAPS)) which aims to help as many clients as possible with their money advice problems.  |
|  |
| **Main duties and Responsibilities** |
| Our Trainee Debt Adviser is 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 the Office Manual and the Citizens Advice, MAPS Peer Review, SQM and AQS quality standards
* 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
 |

|  |
| --- |
| **Professional learning and development** |
| Trainee Debt Advisers are required to undertake learning and development including: * Keeping up to date with legislation, policies and procedures and undertake appropriate training;
* Keeping up to date with policies and procedures
* Attending internal and external training
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
 |
| Administration |
| * Use of telephony and IT equipment for multichannel delivery of advice services
* Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis
* Ensure that all work conforms to our organisation’s systems and procedures
* Maintain complaints procedures in accordance with Citizens Advice guidelines.
* Keep up to date with policies and procedures relevant to our organisations work and undertake appropriate training.
 |
| **Other duties and responsibilities**  |
| * Demonstrate commitment to the aims and policies of Citizens Advice;
* Contribute to a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff (paid and volunteer) can do their best.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
 |
| **Person specification**  |
| **Skills and Abilities:**1. Listening, verbal, written and presentation communication skills
2. To communicate well with clients, colleagues and other agencies
3. To utilise case recording and other information systems that support advice provision
4. To undertake analysis and research to support the formulation of action plans to meet clients’ needs
5. To support and empower clients
6. To have strong IT skills
7. To be able to learn and interpret complex information and convey it in an understandable way

**Aptitude –** commitment to:1. Working flexibly and to adapting to changing needs and priorities
2. Team working
3. The delivery of service performance standards
4. Personal learning and development
5. Equality opportunities and to valuing diversity
6. The goals and values of citizens Advice North Somerset

**Qualifications, training and accreditation**1. Successful completion of mandatory training requirements
 |