COMMUNITY LAW SERVICE
( NORTHAMPTON & COUNTY)

JOB DESCRIPTION

POST: Debt Advisor

SALARY: £18,000 - £24,240 per annum
dependent on experience and qualifications

HOURS: 35 hours per week

LOCATION: 49-53 Hazelwood Road,
Northampton, NN1 1LG and at
other CLS offices and outreach
locations as required

ACCOUNTABLE TO: Debt Advice Manager

Main Duties:

• To provide a specialist debt casework service
• To attend at outreach venues and undertake home visits as required.
• To control and maintain a caseload.
• To liaise and maintain a working relationship with local organisations in both
the statutory and voluntary sector.
• To comply with Specialist Quality Mark Standards as outlined in the Service’s
office manual and complete appropriate documentation to required standard.
• To ensure statistical information is recorded accurately and regularly using
both manual and computerised systems.
• To participate in staff and team meetings.
• To keep up to date with current legislation and policy in relation to debt.
• To attend in-house training and external training courses as agreed with the
Supervisor/Manager.
• To co-operate with other members of staff in the smooth and effective running
of the Service.
• To represent the Service at meetings as appropriate.
• To perform any other duties as appropriate.

PERSON SPECIFICATION

EXPERIENCE
Essential

- A minimum of one year’s full time (or part-time equivalent) experience of providing a debt advice for people experiencing multiple debt problems.

KNOWLEDGE

- Good knowledge of debt counselling practice and procedure
- A good understanding of debt recovery and enforcement procedures.
- A good knowledge of welfare benefits and the claiming process
- A good understanding of the services offered by the statutory sector and other agencies.

QUALIFICATIONS

Applicants should either hold the Certificate in Money Advice Practice or be prepared to work towards achieving the Certificate.

Applicants should also either meet the requirements to become an Authorised Intermediary to administer Debt Relief Orders or be prepared to work towards this accreditation

SKILLS AND ABILITIES

- Excellent communication skills – the ability to communicate effectively both orally and in writing.
- Good time management skills and the ability to prioritise work.
- Excellent computer literacy – CLS has a computerised case management system
- Good administrative skills
- Excellent negotiation/advocacy skills.
- A commitment to equality of opportunity.
- A non judgmental approach.
- Self motivated and able to work both independently and as part of a team.
- Ability to work effectively in partnership with other agencies whilst maintaining the confidentiality and independence of the Service.

Candidates must have current driving license and use of a car insured for business use or demonstrate the ability to travel effectively and efficiently to cover outreach requirements.

All postholders are required to have a Disclosure and Barring Service (DBS) check