



Elmbridge (West)

Job Pack – Debt Specialist / Supervisor

Citizens Advice Elmbridge West (CAEW) is an independent local charity and a company limited by guarantee.

We provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAEW provides **face to face** services in the following locations:

Our main office: The Community Hub, 72 High Street Walton on Thames Surrey KT12 1BU

Outreach services at venues and community groups across the borough on a flexible basis:

- **Fort House Surgery**
- **Weybridge Library**
- **4 Foodbanks across Walton on Thames**

Clients can also contact us free of charge via:

- Telephone through our **Surrey Adviceline** service.
- **Email**, either directly or via the national website.
- Our **website** – www.caew.org.uk

Our generalist advice service is provided by volunteers who carry out reception duties, provide information and advice, and have research and campaign roles. They are managed and supported by paid staff. We also have paid caseworkers in the areas of debt (current vacancy) and welfare benefits and have specific project workers.

We maintain high standards in our quality of advice and are proud of our ability to react quickly to local needs and provide comprehensive support to clients.

Role profile

Job Title:	• Debt Specialist / Supervisor
Reporting to:	• Head of Advice Services
Salary:	• £33,000 FTE, 36 hours
Location:	• Elmbridge Community Hub, 72 High Street, Walton on Thames, KT12 1BU
Role purpose:	• To deliver comprehensive, client-focused debt management advice and supervision

Key responsibilities:	• Manage debt casework with professionalism and care • Attend weekly outreach sessions and fulfil funder obligations • Supervise volunteer debt case work and complete a monthly debt IFR • In conjunction with Case Checkers and Advice Session Supervisors, help monitor the quality of advice given to debt clients and identify where further support is needed • Contribute to reporting for CAEW and our funders, including FCA and Consumer Duty requirements
Other	• Attend regular meetings of paid staff and volunteers as required • Ensure that Citizens Advice and the office's policies in relation to confidentiality, equal opportunities and anti-discrimination are observed and actively promoted • Abide by Health and Safety policies and procedures and share responsibility for your own safety and that of colleagues, clients, and visitors to the office • Undertake any other duties as are necessary to ensure the effective delivery and development of the service and which are commensurate with the responsibilities of this post

Person specification

Essential:

1. Accredited (MaPS/Wiseradviser) Debt Case Worker/Specialist
2. A thorough knowledge of benefit and debt management advice gained through working/volunteering at Citizen's Advice
3. Experience of working to prescribed quality standards
4. Ability to communicate effectively both orally and in writing
5. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
7. A flexible approach and the ability and willingness to work as part of a team
8. Ability to monitor and maintain recording systems and procedures, using IT as appropriate
9. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies

Desired:

10. Experience of supervising staff or volunteer workers to achieve required standards
11. Approved DRO Intermediary

Staff Benefits

- 6% Employer Pension Contribution
- Employee Assistance Scheme
- Ongoing personal training and development
- A company that is committed to its employees, valuing their knowledge, creativity, and flexibility
- The chance to work with amazing people and a nationally recognised charity

How to apply

To apply for this role, **please send your CV and a maximum 2 page supporting statement to – enquiries@caew.org.uk**

The supporting statement should demonstrate how you meet the criteria outlined in the person specification and outline why you are interested in becoming the Debt Specialist /Supervisor at Citizens Advice Elmbridge West

The successful candidate will be subject to satisfactory references