

JOB DESCRIPTION

Name of project: Debt Advice Service
Employer: Norfolk Community Law Service
Address: 14 Prince of Wales Road, Norwich, NR1 1LB
Title of Post: **Debt Advice Casework Assistant**
Responsible to: Debt Advice Manager
Date revised: February 2022

Job Summary:

To assist the Debt Service to provide a quality assured face to face debt advice casework service and to provide advice and advocacy for clients at our rent mediation sessions.

Responsibilities:

Providing advice and advocacy at twice monthly rent mediation sessions

Booking client appointments

Taking clients' details and recording on AdvicePro (our casework system) and responding to enquiries

Providing support and guidance to volunteers, including training on AdvicePro

Completing Common Initial Assessments (CIAs)

Providing initial information in an emergency, subject to checking with the Debt Service Manager or Debt Caseworker

Assessing action needed on outstanding cases and taking follow up action where required e.g. letters to creditors

Closing client files

Completing the Client Data Spreadsheet (CDS) for reporting to Money Advice Service (MAS)

Supervising Debt Service volunteers

Filing

General Duties

To maintain a duty of confidentiality in respect of all client matters at all times;

To abide by the NCLS Equal Opportunities policy and to implement any relevant practice guidelines.

To adhere to NCLS hybrid model of home working and office working agreeing to attend the office at the required hours.

To undertake any other duties commensurate with the post as per the requirements of the Board.

Special Considerations

To attend such training as is required by the NCLS Board

Some travel in and beyond Norfolk

Occasional evening and weekend work

The above may be subject to alteration from time to time according to any changes in service delivery, politics or priorities. Any such changes will be carried out following consultation with all parties involved.