

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 Adviser
Responsible to:	Debt Advice Manager
Responsible for:	Volunteers
Date revised:	November 2023

Job Summary:

To provide individuals and families with accessible quality assured debt casework, via advocacy advice and support.

Responsibilities:

To provide information, advice and support to assist with debt problems and, where appropriate, to undertake casework, negotiation and representation on their behalf.

To manage and maintain a caseload to meet targets set by funders

To complete accurate written records and case files in accordance with the terms of funding agreements

Work to all required quality and regulatory standards, including Advice Services Alliance Advice Quality Standard (AQS) and Financial Conduct Authority.

To make or receive referrals internally to and from other NCLS advisers, or to and from other advice agencies, where clients require advice in other areas of law.

To provide advice face to face, telephone and e-mail as necessary.

To record statistical information, accurately and regularly in accordance with requirements and procedures.

To contribute to the development of services and social policy work, including the production of publicity materials.

To keep up to date with relevant legislation and case law by attending training and using reference materials/journals.

To develop and maintain a working relationship with relevant local organisations in the statutory, private and voluntary sectors.

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. As such, changes will be carried out following consultation with all parties involved.