



**Stroud and
Cotswold Districts**

Debt, Energy and Foodbank Advice Team Leader

Job Pack

Thank you for your interest in working at Citizens Advice Stroud and Cotswold Districts Limited. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Stroud and Cotswold Districts
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further please email info@ca-scd.org.uk

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Stroud and Cotswold Districts work

Citizens Advice Stroud & Cotswold Districts Ltd is a local charity established in 1958 in Stroud and took over responsibility for the service in the Cotswolds in December 2013. As a local, independent charity, we are members of a national network which collectively is the Citizens Advice Service.

We help people to resolve their legal, financial and other problems by providing information and advice and by influencing policymakers. We also provide a range of specialist casework and targeted services including debt and energy issues.

The service is free, confidential, impartial and independent. It is open to everyone. Almost half of the population will use a Citizens Advice service at some time and we are the largest provider of debt and money advice.

The service is largely delivered by a team of volunteers assisted by a small team of paid staff, all of whom have undertaken extensive training for the role. We provide advice through our freephone telephone advice line, email and online advice services. We also provide face-to-face advice by appointment at various locations across the Stroud and Cotswold Districts.

Page Break

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.



This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

The Role

This is a new and exciting role for Citizens Advice Stroud and Cotswold Districts Ltd. We are looking for an adaptable and resilient candidate as it this role will need to adapt to the demands of the developing cost of living crisis.

To be successful in this role, you will need to have recent experience and up to date knowledge of the law relating to complex debt advice through casework as well as a good knowledge of energy advice and the general advice enquiry areas. You will have a good awareness of the issues that clients are facing during the current cost of living crisis. You will be able to bring a single service approach, working across two local authority districts with different council tax schemes.

We currently receive funding from the three Foodbanks in our districts for three paid dedicated advisers to deliver advice to their clients. This role will involve oversight of these projects and the line management of the paid advisers.

Reporting to the Specialist Services Manager, you will

- undertake specialist casework on behalf of vulnerable clients who require complex debt advice and provide support with various debt solutions including Debt Relief Orders.
- provide line management, support and supervision to members of the Debt, Foodbank and Energy Team comprised of volunteer and paid advisers and caseworkers to ensure quality standards are met.
- provide specialist debt support to the general advice service.

Role profile

Specialist Casework

- Deliver a limited caseload of debt advice work, including acting for the client where necessary by negotiating with 3rd parties, preparing and presenting debt management plans, acting as a Debt Relief Order intermediary, and referring to other advisers, caseworkers or specialist agencies as appropriate.
- Assist clients digitally (by phone, email, video link, webchat) or face to face in our offices or at an outreach.
 - Act for the client where necessary by negotiating with creditors, compiling financial statements, drafting or writing letters and telephoning.
 - Assist clients with other related problems where they are an integral part of their case and refer to other advisers and/or specialist agencies as appropriate.
 - Ensure that all casework conforms to Citizens Advice Stroud and Cotswold District's systems and procedures as well as relevant Quality Standards including being compliant with MAPS and FCA requirements.
- Maintain accurate and up to date case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Project Coordination

Working with the Specialist Service Manager:

- Establish good working relationships with the funders of the Foodbanks and the Energy Projects.
- assist in the implementation of various energy and Foodbank projects according to Service Level Agreements.
- Assist in monitoring progress against the project targets on an ongoing basis and provide regular progress reports.
- Collect, collate and present project monitoring and evaluation data

Supervision and Development

- Line manage the members of the Debt, Food and Energy Team
- Develop an effective working relationship and clear lines of communication between debt, energy and foodbank advisers and caseworkers who comprise the Debt, Food and Energy Team. The team includes both paid staff and volunteers
- Provide technical support and act as a consultant to staff and volunteers across the whole range of advice issues, especially debt and energy advice.
- Work with the Learning and Development Officer and Service Managers to encourage volunteers to specialise in debt and energy advice.
- Identify training needs amongst staff and volunteers and
- In conjunction with the Learning and Development Officer, provide regular debt training sessions for staff and volunteers, to keep advisors up to date

Quality assurance

- Oversee the quality and accuracy of debt casework across the organisation, liaising with Services Managers and supervisors to identify areas of concern and any action to address issues.
- Carry out case checking on all aspects of debt, energy and general advice provided by the DFFP Team to ensure compliance with standards.
- Carry out Independent File Reviews of all debt caseworkers, energy advisers and foodbank advisers and monitor standard of work, providing feedback where appropriate.
- Monitor service performance against agreed output, outcome and satisfaction targets and produce statistics and reports to funders, partners and the Trustee Board as required.
- Work in accordance with the Citizens Advice national and local operating procedures and those of any external regulators or professional bodies.

Networking and Promotion

- Promote good working relationships and referral processes with relevant external partners and funders, including the benefit and housing departments of Stroud and Cotswold District Councils, local housing associations and the DWP.
- Liaise with statutory and non-statutory organisations and represent the service to outside bodies as appropriate.
- Work with the IT and communication leads to ensure websites, digital media and debt referral systems are up to date and relevant.
- Participate in Citizens Advice initiatives as appropriate.

Research and Campaigns

- Monitor trends and provide statistical information and analysis in all enquiries relating to debt and the cost of living to identify potential issues and trends in conjunction with the Research & Campaigns Team.
- Ensure the organisation engages with national and regional research and campaigns projects in relation to debt, energy and the cost of living crisis.
- Ensure outcomes of the organisation's work including engagement in campaigns are reported to key stakeholders.

Professional development

- Keep up to date with legislation, policies and procedures relating to debt, energy and general advice and undertake appropriate training.
- Attend relevant internal and external meetings.
- Prepare for and attend supervision sessions and team meetings as appropriate.
- Assist with initiatives to develop and improve services and increase client access.

Other duties and responsibilities

- Promote the aims, policies, and membership requirements of the Citizens Advice service and actively contribute to Equity, Diversity and Inclusion (EDI) initiatives.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues; taking particular account of this at outreach and shared locations.
- Ensure all data protection requirements are adhered to in all work for which the post is responsible.
- Contribute to the organisational planning process as required.
- Carry out any other duties that may arise in relation to the role.

Person specification

The successful candidate will have:

1. Up to date knowledge and experience of debt and energy legislation and quality standards.
2. An excellent knowledge of the Citizens Advice main enquiry areas.
3. Effective written and oral communication skills with particular emphasis on negotiating and representing.
4. Ordered approach to casework and an ability and willingness to meet deadlines and follow and develop agreed procedures.
5. Numeracy to the level required in the tasks.
6. Ability to use IT in the provision of advice, the preparation of reports and submissions and provide statistical reports from information relating to research and campaigns and funding requirements.
7. Experience of monitoring and maintaining service delivery against agreed targets as well as monitoring case work for quality
8. Ability to work as part of a team and to support and supervise a team of paid staff and volunteer advisers and caseworkers
9. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
10. Ability to act as consultant to staff and volunteers and provide training on matters relating to debt and energy advice.
11. An understanding of social trends and their implications for clients and service provision.
12. An understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
13. Ability to monitor and maintain own standards and a commitment to continuing professional development
14. Willingness to travel between and work from a range of locations within the area covered by Citizens Advice Stroud and Cotswold Districts.

Terms and conditions

Hours: Full Time 37 Hours per week

Salary: £ 28,592-31,598 per annum (Band 3B on CA-SCD salary scale).

Contract Type: Permanent

Location: Stroud and/or Cirencester depending on organisational requirement.

We offer 25 days (plus 8 public holidays) per year and a Pension scheme

The closing date for this vacancy is 12 noon on Friday the 26th of August 2022.

Interviews will take place w/c 5th of September

For further information and application pack please contact Claire Cole, Business Manager by email on info@ca-scd.org.uk.

