



Citizens Advice South Hams

Follaton House, Plymouth Road, Totnes, Devon, TQ9 5NE
New enquiries: 03444 111 444 Existing enquiries: 01803 869230
www.southhamscab.org.uk

JOB OPPORTUNITY

Debt and Benefits Supervisor

Post Details

- Post title:** Debt and Benefits Supervisor
- Salary:** £20,000 - £24,360 (pro rata)
- Location:** Nominally based in our offices at Follaton House, Totnes, this role may be open to flexible and home working, and includes possible travel across South Hams and beyond
- Report to:** Operations Manager
- Direct reports:** small team of paid advisers
- Contract:** 12 months fixed term contract in the first instance, 30hrs/week
- Benefits:** 4% contributions to employer's pension scheme; 20 days annual leave plus bank holidays (pro rata); and an additional 3 days to be taken between Christmas and New Year; long term service leave; employee assistance programme.
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This is an exciting, new role that Citizens Advice South Hams has created to help us support increasing numbers of people in a post pandemic era. The post-holder will be an experienced debt and benefits advisor with strong organisational and team leading skills. They will wear many hats and must be able to oversee the advice services on designated days, support a small team of advisers and manage a small caseload. A dynamic, independent self-starter, they will be skilled at managing complex information and competing priorities. They will share our commitment to the very real and positive impact Citizens Advice has on the people and communities it serves.

Applications for this post should be made to janiemoor@southhamscab.org.uk by 5pm Friday 26th February 2021. Please use the attached application form. CVs will not be accepted.

Job Description

Main duties and responsibilities

- Provide technical debt and benefits expertise to clients and colleagues, ensuring technical knowledge is up to date across the organisation.
- Under guidance of the Operations Manager, manage the practicalities of daily advice sessions, ensuring client issues are resolved effectively and to a high standard.
- Provide appropriate levels of support and supervision to individual workers depending on their level of competence.
- Work with our special benefits team and line-manage a small team of paid advisers, providing support, developing their skills, knowledge and confidence.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.
- Responsible for case working with a small number of clients in the Dartmouth area:
 - Advise and assist clients on welfare and other issues, supporting with claiming relevant benefits, negotiating with housing, DWP, justice agencies and others as required.
 - Identify priority and non-priority debt, help with budgeting, paying bills, repayment plans and income maximisation.
 - Offer advice on remedies such as challenging debts, debt relief orders, and bankruptcy, informal debt management plans. by calculating, negotiating and acting on debts
 - Maintain case records and agreed monitoring and outcome information for commissioning agencies and internal management purposes.

Staff Management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
- Attend and lead internal and external meetings as required.
- Identify learning and development needs of self and team members. Ensure needs are acted on to develop individuals and improve the quality of service.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to benefits and money advice
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

General

- Uphold the aims, principles and values of the organisation
- Comply with all the organisation's policies and procedures, paying particular attention to Health and Safety, Risk Management, Confidentiality, and Equal Opportunities.

Person Specification

Essential Criteria

1. Qualified to provide regulated debt advice with a passion for alleviating debt, supporting clients with financial capability and developing the skills and knowledge of their team
2. Experienced generalist advisor, with good current knowledge of the benefits system idiosyncrasies and challenges.
3. Effective team leader with an ability and willingness to work as part of a team. Proven ability to manage / supervise others, lead by example, develop and motivate staff, give and receive feedback objectively and sensitively.
4. Dynamic, self-starter, able to manage competing priorities, monitor and maintain service delivery against agreed targets
5. Can manage complex information, and thrive in a busy office environment, working flexibly to ensure work is produced to a high standard and to deadlines.
6. Effective oral and written communication skills to include negotiating and representing clients and producing/presenting reports for internal and external audiences.
7. Ability to make good use of IT in the provision of advice, record keeping and report writing
8. Able to commit to, and work within, the aims, principles and policies of the Citizens Advice service
9. Up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of staff.
10. Possession of a full driving licence and use of a car, or otherwise able to fulfil any travel requirements of the post.

Desirable Criteria

1. Qualified DRO Intermediary
2. IMA Cert/ MaPS qualification
3. Recent work on the MASDAP contracts
4. Experience of giving financial capability advice
5. Experience of working with vulnerable or marginalised people

This job description provides an indication of the roles and responsibilities of the post. It should not be construed as an exhaustive list of the duties. It may be re-negotiated, in consultation with staff, as the organisation develops. Some aspects of the role may be limited by the terms of a particular contract or funding.

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.