

Job Description



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

Post Title	Money Advice Caseworker	Post No	SCH60
Directorate	Housing & Communities		
Division	Money Advice		
Salary Band/Range	Band D £31,586 to £36,124 per annum. Incremental progression is subject to performance.		
Responsible to	Money Advice Team Leader		
Location	Endeavour House/Blended working		
DBS Check	Not Applicable		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Car User Status	This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively. Applicants must be able to drive, have a driving licence and be a car owner, however for disabled applicants, reasonable adjustments will be made where required.		
Special Conditions			

1.	Job Purpose
The purpose of this job is: <ul style="list-style-type: none">• Provision of proactive and excellent money advice services.• To manage a portfolio of client referrals by providing money advice to clients who are in need of advice and support.• To participate in initiatives associated with the development of money advice, income maximisation and assisting in the development of an anti-poverty strategy.	

2.	Key Responsibilities
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2.1	Main Duties
	<ul style="list-style-type: none"> To provide high quality advice and intervention to tenants, leaseholders and members of the public to ensure that they are able to manage debt effectively and to make priority payments. To act as an advocate on behalf of customers in relation to debts owed and to negotiate appropriate payments that are affordable to customers. To attend court with clients as necessary. Ensuring that customers are in receipt of all relevant welfare benefits and that they take advantage of other services provided nationally and locally to maximise their income. Provide money advice services as part of an integrated Housing & Communities Team and to assist customers in Temporary Accommodation. The Post Holder must have a full understanding of eligible and ineligible service charges/Housing Benefit/Universal Credit and be fully proficient interviewing clients. Provide money advice in accordance with agreed service standards & timeframes. Provide a personal “customer focused” approach in the money advice team and more generally in the Housing & Communities Team conducting ‘face to face’ meetings and follow up appointments where necessary. Investigate and respond to all customer referrals and provide follow up services to ensure that debt management agreements are being maintained. Participate in Money Advice initiatives and Projects as required by the Money Advice Co-ordinator, e.g. local benefit take up campaigns, local advice surgeries and contribute to the development of service improvement pilot projects. Liaise with voluntary and Government agencies, professional bodies, and Local Authorities for the benefit of customers. Participate in training of other staff and contribute to the preparation of customer services training and development programme. Have a good understanding of all Welfare Benefits administered by DWP to maximise income for Money Advice clients.
2.2	People Management
2.3	Safeguarding
	SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.

2.4	Financial Management
2.5	Buildings & Equipment
2.6	Health & Safety
	Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.
2.7	Information Management
	As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR.
2.8	Policies & Procedures
	The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

3.	Other Conditions
3.1	Mobility
	Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.
3.2	Equal Opportunities
	SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
3.3	Variations to Job Descriptions
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH therefore retains the right to amend job descriptions to reflect changing requirements.
3.4	Training and Development
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
3.5	Lean
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
3.6	SCH Behavioural Framework
	SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.

Compiled/Reviewed	Darren Smith
Date:	February 2025

SOL3647

February 2025

Person Specification



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Responsible to:	Money Advice Team Leader		

METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	<p>Minimum of 4 passes at GCSE Grade A*-C (4-9) including English and Mathematics (or equivalent) OR able to demonstrate an equivalent level of literacy and numeracy</p> <p>Able to demonstrate continuous personal and professional development within a Money/Debt Advice setting or have relevant long standing experience within the field</p>	A qualification in the field of money advice or debt counselling	Certificates

Skills & Abilities	Empathetic and able to deal with people showing a variety of emotions		AF & I
	Good planning and organising skills. Accurate and attentive to detail.	Good MS Office skills	AF & I
	Able to work with customers to resolve a variety of problems, demonstrating a 'can do' attitude.		AF & I
	The ability to communicate effectively at all levels and show empathy and understanding.		AF & I
	Demonstrate a positive and committed approach to the		AF & I

	provision of money advice services.		
	Excellent communication skills face to face, on the telephone and in writing, with a calm and organised approach when under pressure		AF & I

Experience & Knowledge	Experience of working in a money advice or advocacy service	Experience of data input and interrogating databases to record and retrieve case details	AF & I
	Good knowledge of Benefits legislation, case law, processes and procedures.		AF & I
	Knowledge of the principles of debt counselling techniques		AF & I
	Experience of providing benefits and debt counselling advice		AF & I
	Experience of working in a highly customer oriented environment		AF & I
	Experience of working under pressure and to deadlines.		AF & I

Core Behaviours	Honest & Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	Excellence - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Achieving Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Respect and Trust - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview

	Transparency and Simplicity - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

Other Requirements	Driver and access to a vehicle to allow for travelling between offices		
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Date:	February 2025