 Job Description

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| Role  | Crawley Homeless Prevention Money Advisor  |
| Reporting to  | Service Delivery Manager  |
| Salary and Contract  | £22,000 - £27,000 dependant on experience 12 month Fixed term Contract with extension depending on funding  |
| Location | Crawley including partner premises  |
| Team overview | This role is part of the specialist advice team working in partnership with the local authority’s housing team. You will also work with other advice teams including the Debt and Money Advice, training and quality leads.  |
| Role overview | This role will provide specialist advice and casework to find solutions preventing homelessness for local residents in financial difficulty. You will take referrals from the local housing team and work closely with them to prevent homelessness through money advice including benefits with debt and housing solutions.  |
| Main responsibilities | Key elements/Tasks |  |
| Service Delivery  | * To provide in-depth quality advice and ongoing casework through different channels in housing and debt; taking a holistic approach addressing the root cause, ensuring all options are given to and understood by the client so they make informed choices about their situation.
* Provide support to clients including preparing accurate financial statements, budgeting advice and progression of debt options, advising on court proceedings for debt recovery and repossessions, and income maximisation to ensure take up of benefits and identify social security options such as backdating, overpayment and sanction challenges, appeals If required, provide representation/MacKenzie friend representation at County Court or Independent Tribunals.

 * Communicate directly with third parties on behalf of the client including negotiating with creditors or landlords and lenders for example where there are rent or mortgage arrears and liaising with solicitors or other representatives.
* Undertake and manage own caseload, following internal and external quality standards and procedures including advice and closure letters and ensure deadlines are met.
* Deliver a high quality reliable service, ensuring referrals are responded to within agreed times and cover is provided when on leave.
* Work with stakeholders including District/Borough council staff, represent the organisation when co-locating, to ensure a successful delivery of the project, maintaining independence.
* Use advice resources such as Advisernet, Scripts, Snipit and any other diagnostic tools required, and liaise with Specialist advisors when needed.
* Ensure work is of a continuous high standard, passes quality audit checks and welcome feedback to continuously improve work and support others.
* Maintain detailed and accurate records which are kept up to date including activities and outcomes on the client case data base system (Casebook). Provide regular reports to funders on progress of cases and funder reports.
* Ensure own knowledge and skills are kept up to date with the latest legislation, policies and practices relating to the role, undertake training and minimum Continued Professional Development Hours.
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| Contribute to Team | * Support the wider service including partners by sharing expertise, conducting Independent quality checks, supporting others with their learning and development including volunteers.
* Ensure all internal policies and procedures are followed.
* Be an active member of the team with positive contributions to the service and organisation development.

Work with partners including District/Borough Council staff constructively and proactively seeking referrals and building the partnership. |
| Research and Campaigns | * Assist with research and campaigns work by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system of clients.
* To identify and prepare case studies and provide other evidence to support local and national influencing work.
* Prepare update reports.
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| Other Duties & Responsibilities  | * Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and principles of the Citizens Advice service including equality, diversity and inclusion.
* Ensure safeguarding issues are identified and relevant policies followed.
* Ensure GDPR requirements are followed.
* Travel across West Sussex and to other locations as may be required.
* Support and actively engage in fundraising activities across CAWS as necessary
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 Person specification

**Essential knowledge and experience**

* Recent experience of delivering independent high quality advice and casework in a busy environment whilst working to and maintaining external quality standards.
* A demonstrable knowledge of preventing homelessness through at least one of the following subjects: debt, housing and welfare benefits advice and evidence of being able to quickly learn these subject areas.
* Strong knowledge of welfare benefits including maximising income through claim dates, appeals, grants, housing benefit and the housing elements of Universal Credit with successful outcomes.
* Knowledge of the debt remedies and procedures including rent and mortgage arrears and use of budgeting and income maximisation tools.

**Essential skills and behaviours**

* Excellent IT and digital skills including accurate data entry on case management systems and able to self service work on a range of IT including Microsoft Office
* Excellent organisation skills, able to follow processes and have attention to detail whilst managing competing priorities and meeting deadlines.
* Proactive, resilient team player able to work with different stakeholders.
* Active listening and negotiating, communicating complex information in writing and verbally appropriate to the audience.
* Evidence of welcoming continuous improvement in your own and others work.
* To challenge discrimination, uphold our values including equality, diversity and inclusion.

**Desirable**

* A degree in Law, Humanities or equivalent qualification or at least 2 years full time experience in delivering advice in social welfare law.
* in Ability to travel across the County
* Qualified in Money Advice or willing to achieve this within 3 months
* Experience of working with teams across a wide area and remote supervision
* Experience of identifying policy or legal issues or trends affecting people and using this to affect positive change.
* Experience of court representation in debt or housing law
* Experience of supporting volunteers and colleagues with their development and delivery of their own objective