



Job Description

Role	MAPS Debt Caseworker (trainee or experienced) - 2 roles available.
Reporting to	Debt Supervisor/Service Delivery Manager
Salary & contract term	Permanent. £26,000 - £30,000 depending on experience
Location	Flexible at one of our offices Crawley/Horsham/Haywards Heath/Worthing/Shoreham some travel will be required. Hybrid will be considered.
Team overview	This post will work within the money advice team which includes projects funded by Money Advice and pensions service and district and borough council funded homelessness prevention work.
Role Overview	The successful candidates will deliver high-quality debt advice to clients affected by debt and cost of living challenges. The role involves supporting vulnerable and disadvantaged individuals to explore all available debt solutions, including insolvency thereby improving their long-term financial resilience. The postholder will manage a varied caseload and work collaboratively with the wider organisation. The role includes face to face advice as well as through telephone, video and email. Liaising with creditors and third parties on these channels to move cases forward will also be required.
Main responsibilities	
Key elements/Tasks	
Main tasks or accountabilities	• Support vulnerable and disadvantaged clients with empathy and sensitivity maintaining a non-judgemental approach. • Deliver high quality, accredited debt advice tailored to individual circumstances achieving 85% on file reviews consistently. • Explore all debt options available to clients and provide appropriate recommendations. • Make appropriate referrals to central DRO Hub and payment plan organisations.

	• Maintain a caseload, meeting targets, with accurate case records, correspondence and client notes on our CRM system in accordance with GDPR. • Keep up to date with legislation, policy changes and social trends. • Challenge unfair or discriminatory practices and promote inclusion and equal access to services. • Work collaboratively with staff and volunteers to support effective service delivery. • Work flexibly across different service locations to meet client need. • Support vulnerable and disadvantaged clients with empathy and sensitivity maintaining a non-judgemental approach. • Ensure equity, diversity and inclusion values and our behaviours framework are followed. • Follow internal policies and procedures laid out in office manual including health and safety.
Professional Development	• Maintain your own CPD in line with caseworker standards set out by MAPS and AQS.
Research and Campaigns	• Support research and campaigns by identifying issues, case studies and expertise through reports and presentations.
Other Duties & Responsibilities	• Support caseworker 'buddy' volunteers where appropriate. • Participate and contribute to office meetings • Deliver best practice/ lunch and learn sessions to wider organisation where appropriate • Support comms to create proactive information for external audiences on social media and our website.
Administration	• Manage own administration with case files including key dates • Support with Independent file reviews



Person specification

- Trained and accredited as a Debt Adviser through the IMA, MAPS or wiseradviser routes or intensive training will be available for suitable trainee candidates.
- Recent experience of providing debt advice including the debt advice process and putting it into practice, or equivalent transferable experience.
- Excellent IT, numeracy, written and verbal communication skills including negotiation and advocacy.
- Experience of managing casework and working to targets whilst maintaining quality.
- Ability to work under pressure and manage competing demands whilst meeting deadlines and maintaining a professional approach.
- The ability to work as part of a team and show own initiative and self-management.
- An understanding of the needs affecting clients and demonstrate a non-judgemental approach to supporting their needs.
- Able to take constructive feedback and apply this to improve own work and others.

ATTRIBUTES	ESSENTIAL	DESIRABLE	SOURCE OF EVIDENCE
Qualifications	• Ability to achieve specialist debt casework accreditation.	Debt Advice Qualification – trainees considered.	Application form Interview Test
Knowledge		Debt advice experience in a formal setting	Application form Interview
Skills	• Excellent IT, numeracy, written and verbal communication		Application form, Test and Interview

	skills including negotiation and advocacy.		
Experience		An understanding of the needs affecting clients and demonstrate a non-judgemental approach to supporting their needs.	Application form Interview