



Job Description

Role	Money Advice Caseworker
Reporting to	Head of Client Services
Salary & contract term	£29,000 – 37hrs per week – Mon-Fri Maternity Cover - Fixed term contract for 12 months, starting ASAP
Location	Crawley, Horsham, Haywards Heath, Shoreham, or Worthing. Hybrid will be considered (not completely remote)
Team overview	Our Money Advice Project supports vulnerable residents in West Sussex when they are struggling with debt. We are looking for a passionate, skilled adviser to join our team, where you'll provide holistic debt casework to help clients resolve their debt issues.
Role overview	<p>What you'll bring: You are an empathetic communicator who explains and presents complex information simply. You'll be good with numbers and be comfortable having difficult conversations.</p> <p><i>Specialist debt advice training/qualification is essential for this role.</i></p> <p>DBS required.</p>
Main responsibilities	Key elements/Tasks
Main	<p>As an experienced Money Advice Caseworker, you will provide holistic debt casework, work through budgets, challenge creditors, identify priority and non-priority debts and be able to action available debt options, to help clients resolve their debt issues.</p> <p>As a resourceful and adaptable problem-solver, you will be able to effectively manage a challenging caseload in a fast-paced environment. You must be a team player, open to feedback and keen to learn.</p>

	<p>Collaboration with our local offices and agencies is central to the role, alongside maintaining accurate records and meeting performance targets. This is a rewarding, client-focused role where strong communication, resilience, and organisational skills are essential.</p> <ul style="list-style-type: none"> • Identify various debt solutions and provide support using a casework approach to achieve outcomes. • Manage a caseload, maintaining detailed, up to date, accurate case notes on a database in accordance with Data Protection • Undertake on-going training • Delivering high quality holistic advice and casework ideally within a MAPS contract achieving minimum 85% in file reviews. • Follow internal policies and procedures • Maintain accurate and timely records and use our client database • High quality write-ups and data recording • Deliver face to face and digital support
Research and Campaigns	<ul style="list-style-type: none"> € Assist with research and campaigns 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. € Support with media interviews as agreed. € Prepare update reports.
Professional Development	<ul style="list-style-type: none"> • CAWS Induction and on-going & annual policy training and updating • Ongoing training and access to hundreds of accredited professional development courses via external providers
Other Duties & Responsibilities	<ul style="list-style-type: none"> € Carry out any other tasks that 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.

	<ul style="list-style-type: none"> € Abide by health and safety guidelines and share responsibility for own safety and that of colleagues € Attend all necessary training and development activity as required to maintain competence € Keep up to date on legislative changes that may affect the client € Ensure data protection (GDPR) and safeguarding issues are identified and relevant policies followed. € Support and actively engage in fundraising activities across CAWS as necessary.
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Person specification

Essential

- Experienced debt caseworker supporting clients to achieve debt outcomes
- Excellent IT and digital skills including accurate data entry on case management systems and able to self-service work on a range of products 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.
- Evidence of continuous improvement in your own and others work.
- A commitment to challenge discrimination and uphold our Equity, Diversity and Inclusion values.
- Active listening and negotiating, communicating complex information in writing and verbally appropriate to the audience.

Desirable

- Qualified in Money Advice
- Experience of working under the AQS/MAPS or similar casework quality

standard

- Experience of court/Tribunal representation in debt, benefits or housing
- Experience of supporting other staff delivering debt advice