



## **Job Description and Person Specification**

### **Dorset Debt Unit Supervisor**

#### **Overview**

The three Dorset LCAs are setting up a county-wide Debt Unit to improve the provision and quality of debt advice across the area, by providing technical support and guidance to advisers, and improved coordination of debt advice.

The Debt Unit Supervisor is a role which requires both an understanding of the debt advice process, and the ability to set up, develop and coordinate a new unit. The Supervisor will establish the unit, develop ways of working including agreed processes and referral systems, and support a small team consisting of a Senior Adviser and a Debt Support Officer. The Supervisor will also work with key personnel in other LCAs to ensure the Debt Unit works effectively across all the Dorset LCAs.

The Supervisor will carry a small debt caseload to ensure on-going technical understanding of debt advice which meets Citizens Advice quality standards and complies with FCA regulations. It is envisaged that the Supervisor Adviser role will be flexible in terms of location, and will include working from home and time spent in the various LCA offices (Covid permitting).

#### **Job Description**

##### **Advice and Casework**

- Provide high quality debt casework compliant with FCA regulations and Citizens Advice QAA standards
- Act for clients where necessary by preparing budgets, writing letters, telephoning and emailing, and negotiating with third parties as appropriate
- Carry out Debt Assessments, identify debt emergencies, apply for Breathing Space debt respite scheme if appropriate, and provide advice on debt options
- Ensure income maximisation through the take-up of appropriate welfare benefits and applications for charitable grants/help in kind.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Ensure that all work conforms to Citizens Advice systems and procedures

## **Development of the Debt Unit**

- Set up the Debt Unit, developing and implementing appropriate systems, procedures and processes
- Work with the Debt Unit team to ensure the provision of agreed services to clients and support to colleagues
- Work with personnel across Dorset to embed the Debt Unit as a key element of the Dorset CA service
- Report to Chief Officers on progress

## **Research and Campaigns**

- Assist with Research and Campaigns work by providing information and evidence forms on debt issues

## **Professional Development**

- Keep up to date with legislation, case law, policies and procedures, and regulation relating to debt advice
- Undertake appropriate training
- Read relevant publications
- Attend internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate

## **Administration**

- Keep up to date with policies and procedures relevant to the local offices' work and undertake appropriate training
- Attend internal and external meetings as agreed with the manager

## **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

## **Person Specification**

1. Knowledge and experience of delivering debt advice which meets the relevant Citizens Advice and FCA requirements.
2. Effective written and oral communication skills with particular emphasis on negotiating / representing, and preparing / presenting reports.
3. Effective numeracy skills to deal with the preparation of budgets and calculations.
4. Ordered approach to casework.
5. Ability to develop and implement systems and procedures for the development of the Debt Unit.
6. Ability to monitor and report on Debt Unit progress against agreed outputs and outcomes.
7. Ability to work with a range of stakeholders, both within the Unit and across the Dorset LCAs.
8. Ability to prioritise own work, meet deadlines and manage caseload
9. Ability to utilise IT in the provision of advice and the preparation of reports and submissions
10. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies