**PERSON SPECIFICATION**

**MaPS DEBT ADVICE PROJECT**

**DEBT ADVICE CASEWORKER**

This person specification identifies the qualities and experience necessary to do the job. Candidates will be shortlisted based on these criteria. Experience may have been gained in a paid or voluntary capacity.

**Essential**

* Previous experience of providing debt advice, including casework.
* Knowledge and experience of debt work, including complex debt work, Debt Relief Orders and bankruptcy
* Effective communication skills with emphasis on negotiating, representing, and preparing reviews, reports and correspondence.
* Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
* Experience and understanding of the issues involved in interviewing clients.
* Numerically competent and able to advise and support individuals in assessing their financial situation.
* Ability to interpret complex information and convey it in a way that clients can understand.
* Ability to prioritise own work, meet deadlines and manage caseload.
* Ability to use IT in the provision of advice and the preparation of reports and submissions.
* Ability to give and receive feedback objectively and sensitively, and a willingness to challenge constructively.
* Ability to maintain confidentiality and appropriate professional boundaries
* Ability to work in an enabling and non-judgemental way with people from a wide range of backgrounds
* Ability and willingness to work as part of a team.
* Ability to support and develop others
* Ability to monitor and maintain own standards.
* Demonstrate understanding of social trends and their implications for clients and service
* Understanding of and commitment to the aims and principles of the organisation - especially policies relating to health and safety, confidentiality, equal opportunities and risk management.
* Willingness to undertake relevant training to ensure up-to-date skills and knowledge.
* Full driving licence with own transport, and commitment to using it.

**Desirable**

* Hold the Certificate in Money Advice Practice (or equivalent) qualification: or commit to obtaining as a matter of importance
* Qualified DRO Intermediary
* General knowledge of services and provisions available within Devon
* Experience of working with vulnerable or marginalised people