

Role Description



Job Title	Money Advice Caseworker
Service	Money Advice
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver the Money Advice Service
Base	Head Office, Martlesham (Suffolk)
Starting Salary	£23,846
Working Hours	Full time (37.5 hours per week)

Job Overview

The role of the Money Advice caseworker is to provide guidance and support to individuals regarding their debts and finances. The successful applicant will hold a caseload of individuals they are supporting, which may include providing budgeting guidance, benefits and income maximisation advice to improve their financial circumstances.

The successful application will also support the work of debt advisers, by preparing and collecting the necessary information and evidence required for formal debt advice, which may include applications for debt solutions such as a Debt Relief Order.

The role will be primarily based at our Head Office in Martlesham, but will require occasional travel throughout Suffolk and neighbouring regions to meet with individuals face-to-face or attend outreach events, so access to your own transport is important.

An ability to communicate and build working relationships with a range of individuals, partners and organisations is vital to this role. You will be in regular contact with both internal colleagues and external organisations to support an individual.

Responsibilities and Duties

- Provide guidance and support to individuals,
- Support the work of debt advisers by preparing casefiles for formal debt advice,
- Responsible for managing and supporting a caseload, many of which will be vulnerable service users,
- Providing relevant information to the Operational Co-ordinator on the performance of the service.
- Generating effective working relationships with local councils and other external organisations,
- Tailor support to empower individuals to take ownership of their lives,

Skills, qualifications, knowledge and understanding required

- An ability to work in a solution focused way,
- Ability to challenge and change entrenched patterns of behaviour,
- Confidence to challenge other professionals,
- Working to targets and deadlines,
- Risk assessment and risk management,
- Safeguarding Adults and Children,
- Ability to maintain accurate and concise case notes.

Additional requirements

- Must have a full driving license and access to own transport as travel around the county may be involved.