**PERSON SPECIFICATION**

**MaPS DEBT ADVICE PROJECT**

**DEBT 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**

* Recent experience of delivering debt casework, including complex debt work, Debt Relief Orders, and bankruptcy.
* Experience of managing a high workload.
* Ability to work on own initiative, proactively managing a varied workload and ensuring deadlines are met.
* Experience of communicating effectively, both orally and in writing, with a wide range of people, using a variety of channels.
* Ability to analyse and interpret complex information and the ability to explain it to clients clearly.
* Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients.
* Ordered approach to maintaining high-standard casework and an ability and willingness to follow and develop agreed procedures.
* Experience and understanding of the issues involved in interviewing clients.
* 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, and 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.
* A commitment to undertake relevant training to ensure up-to-date skills and knowledge.
* Current 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