



Debt Assistant (Citizens Advice Eastleigh)

Hours: 20 hours a week (hours and pattern of work to be agreed)

Salary: £11,897 p.a. (not pro-rata)

Purpose of the role

To help ensure the debt advice service meets client and funders' needs by undertaking a range of activities to support the Debt Advice Team.

1. Admin assistant to debt caseworker, includes;
 - a. Preparing hold letters to creditors and clients (prepared in casebook and printed, posted or emailed)
 - b. Preparing ad hoc letters to energy companies, other creditors and clients (drafting from RW notes)
 - c. Debt assessment follow up letters, appointment letters and providing forms
 - d. Interviews with clients to go through paperwork - where clients need help/support though we try to encourage clients to do this themselves
 - e. Calls to clients to gather information
 - f. Processing incoming post and ensuring it is recorded on casebook and client's financial statement is updated where necessary.
2. Debt assessments
3. Preparing grant applications, e.g.:
 - a. Discretionary Housing Payment applications
 - b. Household Support Fund applications
 - c. Charity applications for;
 - i. Debt Relief Order fees
 - ii. Bankruptcy fees

- iii. Fuel vouchers
- iv. Foodbank referrals/vouchers
- v. Energy Trust funds
- vi. Other applications as appropriate

This involves:

- Gathering background information from the client
 - Researching appropriate charity/type of application
 - Researching charity requirements/eligibility criteria
 - Preparing written applications
 - Preparing a supporting financial statement
 - Gathering supporting information, e.g. medical reports, bank statements etc
 - Submitting, monitoring, recording outcome on casebook and informing client
4. Assisting clients with Council Tax Support applications - only when absolutely necessary
 5. Prepare DRO and bankruptcy applications - including liaising with clients where necessary
 6. Must be able to follow instructions
 7. Experience of managing a caseload or the willingness to learn
 8. Willingness to learn and gain further knowledge through experience of the role and required training
 9. have good listening skills
 10. have excellent verbal and written communication skills
 11. have good maths and IT skills