**PERSON SPECIFICATION**

**MONEY 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 Criteria**

* Recent experience of delivering independent high-quality advice and casework in a busy environment, whilst working to and maintaining external quality standards.
* A good understanding and contemporary knowledge of welfare benefits and debt remedies, including maximising income through benefit claim, appeals, grants, housing benefit and the housing elements of Universal Credit with successful outcomes.
* 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.
* Excellent organisation skills, able to follow processes, maintain standards and keep attention to detail whilst managing competing priorities and meeting deadlines.
* Ability to use IT in provision of advice and the preparation of reports.
* 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 support and develop others.
* 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.
* Ability to be self-servicing administratively, including typing own correspondence, maintaining well-organised files, and providing statistics and other information as requested.
* Current full UK driving licence with own transport, and commitment to using it

**Desirable criteria**

* An understanding of possession proceedings as they relate to both tenants and owner-occupiers.
* Knowledge of a wide range of utility, housing, welfare, social justice, benefit and other community agencies.
* Experience of working in partnership with other agencies, including social housing providers

*Updated March 2024*