**PERSON SPECIFICATION**

**MONEY ADVICE CASEWORKER**

This Person Specification lists the qualities and experience needed for the job. Candidates will be selected based on these criteria, regardless of whether the experience was gained in a paid or voluntary role.

**Essential Criteria:**

* Recent experience in providing independent, high-quality advice and casework in a busy environment while meeting external quality standards.
* Good understanding and up-to-date knowledge of welfare benefits and debt solutions, including maximizing income through benefit claims, appeals, grants, housing benefits, and Universal Credit housing elements, leading to successful outcomes.
* Ability to work independently, manage a diverse workload, and meet deadlines proactively.
* Experience in effective communication, both verbal and written, with a wide range of people using various channels.
  + Ability to analyse and explain complex information clearly to clients.
  + Strong numeracy skills for efficient calculations and budget preparation for clients.
  + Excellent organizational skills, ability to maintain standards, attention to detail, and manage competing priorities while meeting deadlines.
  + Ability to use IT for advice provision and report preparation.
  + Ability to give and receive feedback objectively and sensitively and a willingness to provide constructive challenges.
  + Ability to maintain confidentiality and professional boundaries.
  + Ability to work in an enabling and non-judgmental manner with people from diverse backgrounds.
  + Willingness and ability to work as part of a team, support, and develop others.
  + Demonstrated understanding of social trends and their impact on clients and services.
  + Commitment to the organization's aims and principles, especially policies regarding health and safety, confidentiality, equal opportunities, and risk management.
  + Willingness to undergo relevant training to maintain up-to-date skills and knowledge.
  + Ability to handle administrative tasks independently, including typing correspondence, organizing files, and providing requested statistics and information.
  + Possession of a current full UK driving licence with access to personal transport, and a commitment to its use.

**Desirable criteria:**

* + Understanding of possession proceedings as they relate to both tenants and homeowners.
  + Knowledge of a wide range of utility, housing, welfare, social justice, benefit, and other community agencies.
  + Experience in collaborating with other agencies, including social housing providers.