

**CONFIDENTIAL APPLICATION FORM**

**Specialist Debt Caseworker**

**Debt Caseworker Training Contract**

The Chair

South Tyneside Citizens Advice

Edinburgh Buildings

2 Station Approach

South Shields

Tyne & Wear

NE33 1HR

Email address: karinf@southtynelca.net

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| Please refer to the **Guidance Notes for Applicants** before completing this application form. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification.  |
| Candidate ref. number (for office use only): |  |
| **Position applied for – please tick appropriate box.**  |
| Job title | **Specialist Debt Caseworker**  |  |
| Job title | **Debt Caseworker Training Contract** |  |
| Location | South Tyneside |

**Hours – 37**

**Salary - £22,221 - £26,539 - Depending on skills and experience.**

Deadline for receipt of application is **Friday 28th August 2020.**

Job Interviews on **Thursday 10th & Friday 11th September 2020.**

Shortlisted candidates will receive details of their Interview and Test times by post/e-mail following shortlisting on **Thursday 3rd September 2020.**

**Covid-19 –** At present we expect the interviews to take place face to face with socially distancing measures in place. However, this may change depending on the covid-19 circumstances at the time of the interviews.

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| **Section 1****Personal information and address for correspondence** |
| First name(s) |  |
| Last name |  |
| Address |  |
| Postcode |  |
| Telephone home |  |
| Telephone work |  |
| May we contact you at work? | Yes / No |
| Mobile |  |
| Email |  |
| We will normally contact you by post, however, if you would prefer to be contacted using another method please let us know here:  |

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| **Entitlement to work in the UK** |
| **To take up this post you must have the right to work in the UK.**Please note that South Tyneside Citizens Advice does not hold a sponsor licence and therefore cannot issue certificates of sponsorship under the points-based system. |

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| **Criminal convictions** |
| Having a criminal record will not necessarily bar you from working for South Tyneside Citizens Advice – much will depend on the type of job you have applied for and the background and circumstances of your offence. For some posts, an offer of employment will be subject to a DBS check. If this applies to the post for which you are applying, this will be noted in the application pack.Please see Guidance Notes and Application Pack for further details. |
| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?  | Yes / No |
| If YES please provide details of the offence and the date of conviction. |

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| **References** |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. |
| **Referee 1** |  |
| **Name** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone** |  |
| **Email** |  |
| In which context does this referee know you? |  |
|  |
| **Referee 2** |  |
| **Name** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone** |  |
| **Email** |  |
| In which context does this referee know you? |  |

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| Section 2Information, experience, knowledge, skills and abilities |
| **IMPORTANT INFORMATION** |
| **It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.*** Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**.
* Please ensure that you address **all** the criteria on the person specification using the same order and numbers.
* **If you are asking us to consider you for a Training Contract, please use this space to explain why it should be you.**

**Person Specification Essential criteria – see Job Description**1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. **Person Specification Desirable criteria – see Job Description** 13. 14.  |
| **Career history** |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) |
| **Employer’s name and address and type of business** | **State position held and outline briefly the nature of the work and your responsibilities** |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
| **Career history continued** |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) |
| **Employer’s name and address and type of business** | **State position held and outline briefly the nature of the work and your responsibilities** |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |
|  |  |
| Dates: | From | To |
| Reasons for leaving: |

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| **Educational history** |
| Please give details of educational qualifications you have obtained from school, college, university etc. |
| Subject | Level | Grade |
|  |  |  |

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| **Professional development** |
| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
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| Declaration |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at South Tyneside Citizens Advice and if appointed, for the purposes of employment at South Tyneside Citizens Advice.I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed.  |
| **If you are sending your application form by email, please mark this box** ☐**(as a substitute for your signature) to confirm that you agree to the above declaration.**  |
| Signed: | Dated: |

**Please return this form to**

The Chair

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2 Station Approach

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Tyne & Wear

NE33 1HR

Email address: karinf@southtynelca.net



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| **SECTION 3****CONFIDENTIAL APPLICATION FORM** **Diversity monitoring**Please note **Section 3** will be detached before sending your application to the recruitment panel for shortlisting. |

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| **Job title:** | **Debt Caseworker** |
| **Candidate ref. number (for office use only):** |  |

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| The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below**Data protection overview (GDPR)**If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within South Tyneside Citizens Advice.The information you give us will be kept securely, won't be shared outside the service and is confidential.It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly. If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes. If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.**Thank you for your co-operation.** |

**The following information will not be seen by the recruitment panel and will not affect your application.**

**Age**

Which age bracket do you fit into? Put a cross in the relevant box.

|  |  |
| --- | --- |
| Under 25  |  |
| 25 - 34 |  |
| 35 - 44 |  |
| 45 - 54  |  |
| 55 - 64 |  |
| 65 and over |  |

**Gender**
What best describes your gender? Put a cross in the relevant box or write in a preferred term.

|  |  |
| --- | --- |
| Female |  |
| Male |  |
| I prefer to use another termPlease write in……………………………………... |  |

**Sexual orientation**
What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

|  |  |
| --- | --- |
| Heterosexual/Straight |  |
| Gay Man |  |
| Gay Woman/Lesbian |  |
| Bisexual |  |
| I prefer to use another termPlease write in………………………………………. |  |

**Ethnic origin**
How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

|  |  |  |
| --- | --- | --- |
| **A. White** | English/Welsh/Scottish/Northern Irish/British |  |
| Irish |  |
| Gypsy or Irish Traveller |  |
| Any other White backgroundPlease write in………………………………………. |  |
| **B. Mixed/multiple ethnic groups** | White & Black Caribbean |  |
| White & Black African |  |
| White & Asian |  |
| Any other Mixed/multiple ethnic backgroundPlease write in………………………………………. |  |
| **C. Asian/Asian British** | Indian |  |
| Pakistani |  |
| Bangladeshi |  |
| Chinese |  |
| Any other Asian BackgroundPlease write in………………………………………. |  |
| **D. Black/African/ Caribbean/Black British** | African |  |
| Caribbean |  |
| Other Black/African/Caribbean backgroundPlease write in………………………………………. |  |
| **E. Other ethnic group** | Arab |  |
| Any other ethnic groupPlease write in………………………………………. |  |



 **Guidance notes for applicants**

**Application form**

Please complete your application and return it by post or email (as a Word document) no later than the closing date referred to in the advert or page 1 of this pack. If you return your application via email there is no requirement to send a hard copy in the post.

The application form plays a key part in our recruitment and selection process and whilst we do accept CV’s, the form has been designed to obtain the information we feel we require to make a more informed judgement on you suitability for the post. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

**Disability**
Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that South Tyneside Citizens Advice does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity Monitoring**

South Tyneside Citizens Advice South values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at South Tyneside Citizens Advice. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

* Specific – give a specific example
* Task – briefly describe the task/objective/problem
* Action – tell us what you did
* Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

# Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test), If this is the case, you will receive details when invited for interview.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.References will only be taken up for successful candidates following interview.

**Criminal convictions**

Anyone who applies to work within South Tyneside Citizens Advice will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for South Tyneside Citizens Advice – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the office took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

**Further Information**

For further information on Citizens Advice please follow the link below:-

<https://www.citizensadvice.org.uk/about-us/>

**Specialist Debt Caseworker**

**Job Description & Person Specification**

**Role purpose**

Specialist Debt Caseworker to provide advice on the full range of Debt options and to assist the client to achieve the best outcome for their circumstances.

**Role Context**

To join our team of Specialist Debt Caseworkers working on our Money and Pensions (MAPS) funded Debt Advice Project, working to quality standards and target requirements.

**Casework**

* Provide casework covering the full range of Debt issues
* Act for the client where necessary by calculating, negotiating, writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Incorporate financial awareness into Debt interviews
* Ensure income maximisation through the take up of appropriate benefits.
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts as and when appropriate.
* Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
* Make home/outreach visits as necessary.
* Provide advice and assistance to other staff across the whole range of Debt issues.
* Ensure that all casework conforms to the Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
* Maintain accurate case records for the purpose of continuity of casework, information retrieval and statistical monitoring.

**Research and campaigns**

* Assist with research and campaigns work by providing information about clients' circumstances and completing necessary forms.
* Alert other staff to local and national issues.

**Professional development**

* Keep up to date with legislation, case law, policies and procedures relating to all Debt issues and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Assist with Service initiatives for the improvement of services.

**Administration**

* Use IT for statistical recording, record keeping and document production.
* Keep up to date with policies and procedures relevant to the Local Citizens Advice work and undertake appropriate training.
* develop and maintain close liaison with relevant external agencies.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Local Citizens Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification - Essential**

1. A minimum of one years Casework knowledge and experience of all Debt related matters, including caseload management.
2. Effective oral communication skills with particular emphasis on negotiating and representing.
3. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
4. Understand the issues involved in interviewing clients.
5. Numerate to the level required in the tasks.
6. Ability to prioritise own work, meet deadlines and manage caseload.
7. Ability to use IT in the provision of advice and the preparation of reports and submissions.
8. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Ability and willingness to work as part of a team.
10. Ability to monitor and maintain own standards.
11. Demonstrate understanding of social trends and their implications for clients and service provision.
12. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

**Person specification – Desirable**

1. Fully trained Citizens Advice Advisor
2. Knowledge and experience of Universal Credit

**Local Information.**

We operate our advice services in an area which is high on the Government's Index of Social Deprivation. This is reflected in the nature of enquiries brought to us, which are predominately Debt and Welfare Benefits. We have two offices, South Shields and Jarrow town centres, which are both fully accessible.

Normally, we have two ‘drop in’ advice sessions per week at South Shields and two ‘drop in’ advice sessions per week at Jarrow. When closed to the public we undertake Client appointments and Specialist Casework on behalf of our clients. Given the disadvantage in the Borough this is predominately Debt and Welfare Benefits. In addition we have a dedicated Black, Asian & Minority Ethnic Advice Project, which promotes and delivers our service to ethnic communities in the Borough.

**Due to Covid-19 we are only delivering telephone and web-chat advice at present.**

All of our work has been independently audited and as a result we hold an Advice Quality Standard (AQS) quality mark.

On average we deal with around 150 new clients every week, helping them to resolve around 700 problems. We are proud of the breadth and quality of services we deliver in the Borough and always aim to improve on them. We also aim to make better use of technology in the provision of advice and therefore encourage the development of these skills.

Currently we operate with 26 paid staff and 20 volunteers. All staff are accountable, through the Management Team, to the Board of Trustees, who oversee all our work.

Whilst South Tyneside Citizens Advice remains totally independent, it is part of the Borough's Advice and Information provision and works closely with other advice services. In the coming period we intend to strengthen these links and build more formal partnerships, which will enhance the services available to the people of South Tyneside.