



# Wolverhampton

## Role Profile - Debt Volunteer



Debt Volunteer	Role Profile – Citizens Advice Wolverhampton
Role Purpose:	To help provide debt advice and supervised casework to clients, including those referred from external agencies.
Commitment:	You could do this role if you are available to volunteer for 1 day a week minimum

Areas of Work	Key elements/tasks
Advice Giving	<ul style="list-style-type: none"> <li>● Interviewing clients, both face to face and on the telephone including completion of the MASDAP Common Initial Assessment</li> <li>● Completion of Standard Financial Statement</li> <li>● Finding, interpreting and communicating the relevant information and exploring options and implications in order that the client can come to a decision</li> <li>● Acting, where necessary on behalf of the client by negotiating, drafting or writing letters, making phone calls or making appropriate referrals following discussions with Debt T/L</li> <li>● Assisting with form completion with forms related to Debt advice</li> <li>● Completing clear, consistent and accurate case records</li> <li>● Ensure that all work conforms to the bureaus systems and procedures</li> </ul>
Social Policy	<ul style="list-style-type: none"> <li>● Recognising the root causes of problems and participating in taking appropriate action</li> </ul>

	<ul style="list-style-type: none"> <li>● Assisting with social policy work by providing information about clients circumstances through the appropriate channels</li> </ul>
Training & Development	<ul style="list-style-type: none"> <li>● Keeping up to date on important issues by completing the appropriate training and by essential reading</li> <li>● Attending appropriate team and bureau meetings</li> </ul>
Administration	<ul style="list-style-type: none"> <li>● Using IT for statistical recording, record keeping and document production</li> <li>● Recording outcomes of advice given</li> <li>● Reviewing and closing case files</li> </ul>



<b>Person Specification</b>	
<p>Skills:</p> <ul style="list-style-type: none"> <li>● Excellent communication skills</li> <li>● Ability to communicate clearly and professionally, both orally and in writing</li> <li>● Ability to sift through information and extract what is relevant</li> <li>● Basic mathematical skills, including percentages</li> <li>● Ability to work as part of a team</li> <li>● Ability to recognise your own limits and boundaries in the role</li> <li>● Ability to use IT e.g. basic keyboard/data entry skills, MS Word, MS Excel and the ability to navigate information sources</li> </ul>	<p>Qualities:</p> <ul style="list-style-type: none"> <li>● A commitment to the aims and principles of CAB service and its equality and diversity policies</li> <li>● Friendliness, approachability and sensitivity to the needs of others</li> <li>● A positive attitude to self-development and assessment with a willingness to learn and develop relevant skills and knowledge</li> <li>● Respect views, values and cultures that are different to your own</li> <li>● An understanding of why confidentiality is important</li> <li>● An understanding of the issues affecting society and their implications for clients and service provision.</li> </ul>