



Candidate information pack
MaPS Community Based
Debt Caseworker

**citizens
advice**

Stevenage

Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Newman, Head of Advice by emailing recruitment@castevenage.org.uk





We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

3 things you should know about us

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 independent local Citizens Advice services across England and Wales.
2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

MaPs Community Debt Caseworker

Reporting to: Head of Advice

Department: Advice Services

Hours: Part time – 15 hours per week

Salary: £10,511.71 (Pro rata)

Holidays: 27 days plus Bank Holidays (Pro rata)

Location: Office in Stevenage. Hybrid working by arrangement

Contract: Fixed Term

Purpose of the Job

Working within the aims, policies and principles of the Citizens Advice Service the MaPS (Money and Pension Services)-funded Community Debt Caseworker will provide specialist support to clients with a range of debt and related financial issues.

The main office for this role is Stevenage, but the postholder will be required to travel across Hertfordshire to provide debt advice in person, by telephone, video calling, and email, ensuring the most appropriate advice channel is offered based on client circumstances, vulnerability, and complexity.

The successful candidate will provide holistic debt and budgeting advice, using independent information sources and internal tools, ensuring clients understand their debt options. All client interactions will integrate financial capability support and, where appropriate, referrals to other Citizens Advice services or specialist agencies.

Job Description

Working within the aims, policies, and principles of the Citizens Advice Service, the MaPS-funded Community Debt Caseworker will provide specialist debt advice and casework support to clients experiencing financial difficulty and problem debt.

The postholder will deliver holistic, person-centred advice across a range of channels including face-to-face, telephone, video conferencing, email, outreach settings, and community locations across Hertfordshire, ensuring services remain accessible, inclusive, and responsive to client needs, vulnerability, and complexity.

The role requires the delivery of high-quality debt advice in accordance with Money and Pensions Service (MaPS) quality standards, Citizens Advice membership requirements, and the Debt Advice Quality Framework.

Debt Advice and Casework

- Provide specialist casework covering the full range of debt advice and debt solutions, ensuring all advice meets MaPS and Citizens Advice quality standards.
- Manage a caseload of clients with complex debt issues, including priority and non-priority debts, insolvency options, enforcement action, and financial hardship.
- Conduct detailed client assessments, including identifying emergencies, vulnerability, safeguarding concerns, and barriers to accessing services.
- Deliver debt advice through a range of channels including face-to-face appointments, telephone, video call, email, outreach sessions, and home visits where appropriate.
- Carry out Standard Financial Statement (SFS) budgeting, debt prioritisation, affordability assessments, and referral to appropriate debt remedies.
- Prepare financial statements, debt assessments, income and expenditure calculations, and supporting documentation.
- Act on behalf of clients through negotiation with creditors, enforcement agencies, utility providers, landlords, and statutory bodies.
- Prepare and present cases to statutory bodies, tribunals, courts, and insolvency services where appropriate, including Debt Relief Orders (DROs), bankruptcy applications, Breathing Space applications, and other formal debt remedies.

- Deliver holistic debt and financial capability advice, including budgeting, money management, financial resilience, and maximising income.
- Ensure income maximisation through welfare benefit entitlement checks, grants, charitable support, discretionary schemes, and other financial assistance.
- Assist clients with related issues integral to their debt case, including welfare benefits, housing, energy debt, employment, and financial exclusion, making referrals where appropriate.
- Provide tailored support to clients experiencing vulnerability, mental health issues, digital exclusion, language barriers, or crisis situations.
- Empower clients to make informed decisions and support them to improve long-term financial wellbeing and independence.
- Offer access to holistic services and onward referrals for non-debt issues to ensure comprehensive client support.
- Travel across Hertfordshire to deliver community-based outreach and face-to-face support where necessary.

Administration and Quality

- Use IT systems for case recording, statistical monitoring, reporting, and document production.
- Maintain accurate, comprehensive, and up-to-date case records in line with MaPS, Citizens Advice, GDPR, and organisational requirements.
- Ensure all casework complies with Citizens Advice quality standards, organisational procedures, safeguarding policies, and the Advice Quality Standard.
- Monitor progress of cases and ensure timely follow-up, review, and closure in accordance with service requirements.
- Contribute to achieving service targets, contractual requirements, key performance indicators (KPIs), and quality standards.
- Utilise digital systems, internal tools, and emerging technologies to support effective case management and service delivery.
- Participate in service audits, peer reviews, and quality assurance processes.
- Follow all relevant policies and procedures and undertake required training.

Research and Campaigns

- Assist with research and campaigns activity by providing anonymised client information and feedback on local debt trends and emerging issues.
- Record statistical information on client numbers, demographics, outcomes, and case types, providing reports, case studies, and analysis as required.
- Identify trends affecting local communities including financial exclusion, energy debt, cost of living pressures, and access to financial support.
- Raise awareness of local and national issues relevant to debt, poverty, financial capability, and social inclusion.
- Contribute to continuous improvement and service development initiatives.

Partnership Working and Public Relations

- Maintain effective liaison with statutory and non-statutory agencies, creditors, local authorities, housing providers, support organisations, and community partners.
- Represent the service at partnership meetings, outreach events, forums, and external bodies as appropriate.
- Work collaboratively with colleagues, volunteers, and partner agencies to ensure joined-up support for clients.
- Contribute positively to team learning, mentoring, knowledge sharing, and service improvement activities.

Professional Development

- Keep up to date with legislation, policy, and best practice relating to debt, welfare benefits, housing, consumer issues, and financial capability.
- Undertake mandatory MaPS and Citizens Advice training, including DRO, Breathing Space, safeguarding, vulnerability, and data protection training.
- Maintain MaPS-accredited advice standards and continuous professional development.
- Attend internal and external meetings, supervision sessions, development activities, and team meetings as required.
- Engage positively with feedback, reflective practice, and continuous improvement.

Other Duties

- Carry out any other duties required to ensure effective service delivery.
- Demonstrate commitment to the aims, principles, and equality, diversity, and inclusion policies of the Citizens Advice Service.
- Follow health and safety procedures and share responsibility for own safety and that of colleagues.
- Promote an inclusive and accessible service for all clients, respecting diversity and individual circumstances.

Person Specification | What you need to do this job

Essential

- Accredited to provide debt advice to MaPS quality standards, or willing to work towards accreditation.
- Knowledge of debt advice, welfare benefits, insolvency options, and related legislation and procedures.
- Experience managing a caseload and delivering advice in a busy environment.
- Excellent communication skills, including client interviewing, negotiation, advocacy, and report writing.
- Ability to provide sensitive, non-judgemental, and client-focused support.
- Strong organisational skills with the ability to prioritise workload and meet deadlines.
- Competent in using IT systems for case management, advice delivery, and reporting.
- Ability to work both independently and collaboratively within a team.
- Understanding of safeguarding, vulnerability, and barriers affecting access to services.
- Commitment to continuous professional development and the aims, principles, and equality policies of the Citizens Advice Service.

Desirable

- Experience delivering debt casework within Citizens Advice or a similar advice organisation.
- Knowledge of SFS budgeting, DROs, Breathing Space, and holistic referral pathways.
- Experience supporting vulnerable or digitally excluded clients.
- Awareness of local financial support services and community resources.
- Experience delivering outreach or community-based advice services.

Personal Attributes

- Empathetic, approachable, and client focused.
- Organised, methodical, and able to work under pressure.
- Flexible, proactive, and adaptable.
- Positive team player with a professional and solution-focused approach.
- Committed to improving client outcomes and service accessibility.

Guidance notes for applicants

Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We represent a diverse community, and we want our staff to reflect that diversity. We therefore welcome applications from candidates from under-represented communities. If you feel you meet some of the criteria but not all, we hope you will enquire and learn more. We will support you to further develop your skills accordingly.

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 Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

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. 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 Citizens Advice Stevenage 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 Citizens Advice Stevenage – 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 offence 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.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

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.

Addressing each point of the person specification

This is a key section of the application 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





www.castevenage.org.uk

Candidate Briefing Pack

