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**Person Specification**

Debt Caseworker (MaPS funded)

**PLEASE DO NOT APPLY THROUGH INDEED AS IT WILL NOT BE ACCEPTED**

**Salary scale:** £28,598 to £31,537 (SCP 12 - 18)

**Contract:** 35 hours per week; suitable for job share

**Duration:**  Fixed term until 31/03/2028

**Application deadline:** 09:00 Monday 13th October 2025

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| **Requirements** | **Essential** | **Desirable** |
| **Qualifications / Education / Training** | GCSE English Language and GCSE Maths or equivalent.  A knowledge and understanding of debt advice work. | Recent training in debt advice issues.  Successful completion of one of the MaPS approved Individual Quality Framework Learning Pathways |
| **Knowledge required** | A basic understanding of welfare benefits.  An understanding of debt issues, including insolvency options, debt management plans, and how to approach rent, council tax, water and other utility arrears.  The ability to use a computerised client database, electronic diary and associated systems. | Experience of advising clients on debt issues, including insolvency options, debt management plans, and how to approach rent, council tax, water and other utility arrears.  Either being a Debt Relief Order Intermediary, or be able to work towards this within a year of starting the role  Familiarity with a wide range of issues affecting the debt advice sector, including negative budgets, cost of living pressures, mis-sold IVAs, recent changes to DRO eligibility, and the need for a holistic approach in tackling debt problems. |
| **Experience required** | Recent experience as a caseworker/project worker/paralegal with own caseload. Ideally within the last 2 years. | Experience of working on a MaPS funded debt project. |
| **Skills and aptitudes** | The ability to manage a varied and challenging caseload and meet targets and deadlines.  The ability to competently and confidently work with and advise clients by phone, in person and in writing, including email.  Excellent people skills, including an ability to engage and empathise with people facing crisis.  Resilience, and the ability to respond flexibly to urgent situations. | An understanding of issues affecting not for profit advice agencies. |
| **Personal qualities required** | Problem solving skills.  A high level of self awareness and personal responsibility  A willingness to work as part of team.  A commitment to providing excellent client care.  A willingness to learn.  A commitment to continuing professional development.  A motivation to share the ethos of Derbyshire Law Centre. | Problem solving skills in the area of debt advice.  The ability to understand and deal effectively with clients with complex needs. |
| **Special requirements** | A willingness to desk share/hot desk. | An understanding of the MaPS project and its funding requirements. |