

Homelessness Prevention and Money Advice Adviser

*Fixed Term until end March 2021
22.5 hours a week (FTE £23,000 pro-rata £13,800p.a.)
25 days holiday + bank holidays (pro-rata)
5% ER pension contribution*

Citizens Advice Hart is part of the national [Citizens Advice network](#). We provide a free, independent impartial and confidential advice service to around 2,700 people each year through face to face appointments, webchat, email and telephone. We help our clients find a way forward with a range of problems including accessing welfare benefits, managing debt, resolving employment and relationship and housing issues. Our Homelessness Prevention and fast track debt advice service has been running for several years working closely with our local authority's housing team.

As its lead adviser you will be providing discreet advice where necessary casework to those at risk of homelessness caused by rent or mortgage arrears or other debts. You will need to explore all the options and solutions available to clients to enable client to remain in property, such as debt management plan, independent voluntary arrangements, bankruptcy, debt relief orders, and other schemes. You will need to attend and support client through the court proceedings and to negotiate with the creditor to agree a settlement and positive outcome for the client.

Your main purpose will be to support those in debt by:

- Acting for the client where necessary by calculating options and negotiating with third parties as appropriate.
- Ensuring income maximisation through the take up of appropriate benefits
- Preparing and presenting cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Ensuring that all casework meets the quality standards required by the FCA, Citizens Advice and Advice Quality Standard
- Maintaining case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.

The ideal candidate will have accredited experience in the Citizens Advice network or alternatively in the housing, money advice or financial sectors. You will have potential to undertake top up training and qualifications as necessary (including pathway to DRO intermediary if required). You will have good aural, written communications skills and numeracy.

**To apply go please go to our website [here](#)
or contact admin@hartcab.cabnet.org.uk to arrange an informal discussion**

**Closing date for applications is September 20th with interviews on September 27th
*We value diversity, promote equality and welcome applications from all sections of the community.***

• confidential • impartial • independent • free •