

**Court Specialist (Housing) Debt Adviser**

 **The Role**

Job Title: Court Specialist (Housing) Debt Adviser

Term: 1 year with the possibility of ongoing funding

Responsible to: Money Advice Supervisor

Place of work: Primarily Liverpool Civil and Family Court with remote working.

Salary: £29,673

Hours of work: 35 pw.

Closing Date: 24th July 9 am

Interview Date: 30th July on Teams

**As well as a competitive salary CAL also provides access to:**

* Generous annual leave of 27 days plus bank holidays (with an additional day per year after 4 years' service up to a maximum of 32 days plus bank holidays)
* Hybrid Working Scheme
* Interest-free travel loans
* Employee Assistance Programme
* Pension Scheme
* Cycle to Work Scheme
* Lifestyles Gym Membership (20% corporate discount)
* Enhanced maternity, paternity, and adoption leave pay
* Free VDU eye care test
* Professional and advice sector recognised training

 **Role profile**

The Court Specialist (Housing) Debt Adviser is responsible for providing a quality court representation service for clients facing court proceedings for housing and personal debt, including mortgages, secured and unsecured loans, who are not eligible for housing legal aid.

The project joins a programme funded by the Access to Justice Foundation that aims to sustain and improve access to early social welfare and family legal support and advice, to enable people to resolve these problems as early as possible and avoid the need for court or tribunal proceedings where possible. Where court or tribunal proceedings are needed, the project will provide the support needed to help people navigate the process effectively, including where support to prepare for court and at court is required. The focus of this project will be to provide housing debt court/tribunal support and representation to increase homelessness prevention.

To be successful in this role, you will need to be confident, motivated and willing to try new things, have excellent communication skills with an ability to work under pressure to achieve targets and outcomes with minimum supervision. You will need to have knowledge and experience of complex debt casework, and (county) court money claim, and possession proceedings as well as priority and non-priority debt advice, options and insolvency solutions.

 **Job Description**

**Key duties and responsibilities**

* Provide court representation for clients, including emergency actions, by attending hearings at Liverpool Civil and Family Court.
* Prepare and present cases ready for court hearings by checking time limits, adherence to pre action protocols by creditors, completing relevant court forms and checking fees/remissions.
* Negotiate with and signpost/refer to third parties as appropriate.
* Assist client with alternative dispute resolution cases e.g. Financial Ombudsman Service.
* 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.
* Provide advice and assistance to other staff across a range of debt issues.
* Ensure that all work meets the quality standards of the AQS Debt Advice Services, the Citizens Advice quality assurance scheme and the Money and Pensions Service (MaPS) quality framework.
* Meet the individual performance targets and engage positively in discussions with the Line Manager to maintain required levels.
* Provide regular reports and feedback to the Line Manager as required.
* Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
* Work collaboratively with partner agencies, Liverpool Civil and Family Court user groups, local authority and other local statutory and voluntary organisations to increase access to the service and to the range of support and advice needed according to individual circumstances.
* Work as part of the CAL Money Advice Team and contribute to effective service provision.
* Work independently in the Liverpool Civil and Family Court with clients as well as working from home and at different sites within Liverpool according to client appointment need.

**General**

* Ensure achievement of MaPS accreditation to Court Representation level within 3 months of starting the role, if not already achieved.
* Attend relevant internal and external meetings as agreed with the Line Manager.
* Maintain an up to date working knowledge of all new relevant legislation through reading monthly subscriptions including relevant case law.
* Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
* Ensure that work reflects and supports the Citizens Advice service's equality, diversity, and inclusion strategy.
* Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
* Identify own learning and development needs and take steps to address these with your Line Manager, including engaging in team meetings and supervision sessions.
* Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

 **Person specification**

1. Knowledge and experience of court representation, complex debt casework, covering priority and non-priority debt advice, options and insolvency solutions.

1. Experience of achieving performance and quality targets/KPIs.
2. Ability and willingness to undertake training and development to comply with MaPS Caseworker accreditation to court representation level, and Citizens Advice quality standards.
3. Effective oral and written communication skills.
4. Numerate to the level required by the tasks.
5. Ability to prioritise own work, meet deadlines, manage workload and targets in a pressured environment.
6. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
7. IT literate with an ability to use software packages including Microsoft Office products in the provision of advice and preparation of formal written materials.
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. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equalities and diversity policy

Desirable

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| 1. Citizens Advice Generalist Advice learning/certificate.
2. Institute of Money Advisers Certificate in Money Advice Practice or MaPS accreditation to court representation equivalent.
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 **How to Apply**

Applications should consist of:

* Diversity and Monitoring form completed online [here](https://forms.office.com/Pages/ResponsePage.aspx?id=HvhVKSvKrkSATX3qZSx5ctWmJpY_-B5CnokgZNhz7apUNEQ5WFFZTkxHWU5KS0lMMkRQVE5GQUNTUiQlQCN0PWcu) - this form does not form part of your application but must be completed
* CV
* Section 2 of application form provided – no more than 2 pages of A4 and you should provide evidence of your experience, knowledge, skills, and abilities that are relevant to role as described in the Job Description and Person Specification.

**Completed CV and forms should be emailed to** **recruitment@caliverpool.org.uk**

Please note that interviews may take place over Microsoft Teams. Queries regarding the job description or the role overall should be sent to recruitment@caliverpool.org.uk

 **Application Guidance**

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

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

**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 Citizens Advice Liverpool 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 Liverpool – 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.