

Post Title: Debt Advisor (Active Inclusion)

Evaluation: 509 points

Grade: N07

Responsible To: Housing Assessment and Advice Manager

Responsible For: N/A

Job Purpose: To provide a comprehensive debt advice and advocacy service, including the provision of information, support and training for claimants, other professionals, internal and external partner organisations.

Main Duties: The following list is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To provide a comprehensive debt advice to clients and manage complex cases in partnership with other support and advice providers.
- 2 To provide advice, negotiation and representation including at relevant tribunals, the County Court and similar bodies.
- 3 To maintain up-to-date case records in accordance with Council policy.
- 4 To identify and apply for financial support for clients including completion of applications in accordance with the Council's financial procedures.
- 5 To produce reports, performance, financial and other information including the production of information in a variety of formats, such as web based information, leaflets, etc.
- 6 To promote AIN and initiatives for financial inclusion.
- 7 To provide training, policy advice and guidance in relation to financial wellbeing to other council officers, statutory and voluntary partner organisations, including supporting the implementation of related policies that promote AIN.
- 8 To contribute at partnership meetings and activities such as the Newcastle Homelessness Forum and Newcastle Debt and Advise Compacts.
- 9 To contribute to the review of the effectiveness of commissioned debt advice services and contract compliance.
- 10 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.