

Date: As postmark/email date

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@centre70

Dear Applicant

Thank you for your enquiry. Below is the application pack for the Debt Supervisor and Caseworker post.

Completed application forms must reach Centre 70 by post, hand delivered or e-mail by **12 noon Wednesday 12 July 2017**. If you need to include extra sheets, please ensure that such sheets are clearly headed with your name. Curriculum Vitae will not be accepted. The interviews (possibly with a short test/s) are scheduled for **Thursday 20 July 2017**. We will only contact candidates who are shortlisted for interview and cannot provide feedback on those who are not.

This is an opportunity to join a dynamic and exciting advice centre.

We look forward to hearing from you.

Yours sincerely

Martin Beard  
Chair of Board of Trustees

## ABOUT CENTRE 70

Centre 70 (C70) was set up in 1970 and comprises an Advice Centre and a Counselling Project. C70's Patron is The Rt Hon Baroness Jowell of Brixton DBE. For more details of C70 see <http://centre70.org.uk/content/our-story>

We pride ourselves on our commitment to providing quality assured advice and counselling services delivered to the needs of the community and with efficiency to maximise the numbers helped. We provide a holistic service to try and meet the range of advice, assistance and emotional support a client may need. We are winners of a Lambeth Business Awards Commitment to the Community and of a local favourite business award.

We provide free, confidential, impartial, independent advice by way of open reception (including information packs and specialised leaflets), open door bookings, telephone and email advice, appointments, home visits and outreach (including Foodbank, Housing Offices). We have two approved debt intermediaries for Debt Relief Order applications.

We hold Legal Aid Agency Specialist Quality Mark Level. Debt and Welfare Benefits work have previously received LAA peer review audit assessments of 1 and 2 respectively.

We are members of Advice<sup>uk</sup> who are the umbrella organisation for independent advice centres.

We provide free and low cost psychotherapeutic counselling.

We have active and monitored policies and procedures which determine the framework under which the work is carried out and to maintain quality assured standards, which include Equalities and Diversity, Confidentiality, Complaints, Data Protection, Disability Discrimination, Health and Safety, Safeguarding, Sustainability, Training & Development, Business Continuity, Supervision and File Review, and Personnel Policies.

We have a friendly and committed staff team of Director, Head of Advice Services, solicitor, caseworkers and advice workers, administration staff and accountant. In addition, we have volunteer lawyers. The management of the organisation is overseen by a dedicated and active voluntary management committee drawn from people who live in the local community and South East Lambeth.

**FOR DETAILS OF OUR SERVICES AND SPECIAL PROJECTS GO TO [WWW.CENTRE70.ORG.UK](http://WWW.CENTRE70.ORG.UK)**

## DEBT SUPERVISOR AND CASEWORKER POST

We are looking to recruit to a part time Debt Supervisor post. The work will primarily be providing one to one debt advice and supervision of debt work of a couple of staff under Capitalise London Debt Advice Partnership under funding from a Money Advice Service programme. The work may also include group Money Management/Financial Capability work. The post requires a flexible approach to working and there will be targets that the debt team need to meet. The work is very varied and rewarding. We realise that one candidate may not have the full range of skills, knowledge and experience required for this post and therefore intensive and supportive induction and further training will be provided to the successful candidate.

### Training, Supervision & Support

All workers receive:

- Induction programme
- Supervision and support from experienced manager/supervisor
- Annual training & in house training
- Annual appraisal
- Good casework management system
- Opportunities for flexible working including home working with remote access to computer system, compression of hours etc.

## Completion of Application Form, Short-listing and Interview

The recruitment panel will only consider information contained in your application form and will assess this against the person specification when deciding who to short list for interview. It is therefore very important that you complete the form clearly and that you provide as much information as possible.

Enclosed you will see a person specification for the job. This lists the essential requirements for the post. The **Supporting Statement section** of the application form is the **most important part** of your application. **You will not be shortlisted unless you have clearly demonstrated how your skill, knowledge and experience meet the essential requirements of the person specification.** You should go through the essential requirements **point by point using the numbering** and, drawing on your current and past work experience, voluntary work, training, knowledge, skills and life experiences, show how you meet each one essential requirements **by addressing each in turn**. You should be clear and concise and limit your statement to **no more than four sides of A4**.

If you are short-listed you will be invited to an interview where the questions will directly relate to the person specification. You may be required to take a short test/s relating to the skills required for the job. The test/s will enable you to demonstrate your knowledge.

# EQUALITY AND DIVERSITY DECLARATION

## STATEMENT OF INTENT

Centre 70 declares its intention not to discriminate against anyone on the grounds of:

- (a) age;
- (b) disability;
- (c) race, colour, ethnic or national origins;
- (d) religion or belief;
- (e) gender or gender reassignment;
- (f) sexual orientation;
- (g) marital or civil partnership status;
- (h) pregnancy or maternity;
- (i) class;
- (j) caring responsibility.

In furtherance of this, Centre 70 will take positive steps to promote equality in the areas of:

- management
- recruitment and employment practices for paid staff
- recruitment and use of volunteers
- service provision
- instruction of experts/third parties
- opportunities for relevant training for employees and volunteers

Centre 70 and its working groups intend to actively monitor and review the implementation of this policy. Centre 70 believes these intentions are implicit in its constitution.

To ensure that the Equality and Diversity Policy is implemented, Centre 70 has established the following policies:

- This Policy Statement on Equality and Diversity will be prominently displayed in the entrance lobby and will be signed annually by all Board of Trustee members.
- Centre 70's Board of Trustees and its sub-committees/sub-groups will regularly and actively monitor, and will annually review, the implementation of this policy, and will receive reports on any breach or alleged breach of these provisions. When reviewing the policy we will consider the outcome of monitoring. We will take remedial action if we discover non-compliance under this policy or barriers to equal opportunities.
- The Chair of the Board of Trustees is responsible for the Equality and Diversity policy and its effective implementation. It is the responsibility of the Board of Trustees to support and communicate the Policy. All workers must accept their personal responsibility to comply with the policy.
- It is the responsibility of each individual project leader to ensure that the Centre 70 Equality and Diversity Policy is also reviewed in conjunction with the client base held for each project, together with the composition of the staff and volunteers working within the project.
- All those involved in the recruitment of new staff or of volunteers should be provided with training to ensure that they understand their responsibilities under the policy of Centre 70 and the relevant legal requirements. (See also section B).

Centre 70 will take appropriate disciplinary action against any worker who fails to follow the Equality and Diversity Policy. Disciplinary offences include deliberate acts of discrimination or harassment.

**CENTRE 70  
JOB DESCRIPTION**

**POST TITLE**

Debt Supervisor and Caseworker

**RESPONSIBLE TO**

Director, Head of Advice Services and Centre 70 Board of Trustees

**JOB PURPOSE**

To provide advice, assistance and information to clients to help resolve their presenting problems. To provide Supervision of debt work. Provide Financial Education to individuals and groups.

**DUTIES AND RESPONSIBILITIES**

- To interview and provide specialist and generalist advice, provide information and assist clients in relation to problems presented primarily in the areas of Debt and income maximisation.
- To identify and refer non debt cases and issues to Centre 70's specialist services or to external advice sources when appropriate.
- To provide outreach advice where needed.
- Where required, to provide advice and Financial Capability and Wellbeing training in group settings/workshop such as group of clients at a foodbank, group of prisoners.
- Supervise own and other debt advisers' work including file review, day to day and formal supervision and to the MAS requirements for individual accreditation of a Supervisor.
- Be an approved Debt Relief Order intermediary and apply for DRO's where appropriate.
- Develop, maintain and update literature and effective training material, information sheets, leaflets, advice packs, referral lists and advice centre information resources.
- To be responsible for the management of your own caseload, to be aware of time limits involved and work with the available resources.
- To be flexible to provide advice and work on other Centre 70 advice projects when required.
- To undertake or have undertaken the core training and learning requirements for a Caseworker and Supervisor under the Money Advice Service individual accreditation and further training to maintain that accreditation. Undertake training and learning to keep abreast of changes and to continue own training development.
- To undertake legal research.
- To maintain case records including inputting of details on database.

- Collect and collate outcome data, feedback and impact and maintain statistical records and monitoring and evaluation requirements and case recording under Capitalise framework and for MAS.
- To keep abreast of all developments in legislation, case law and policy relevant to the work of the post and Advice Centre.
- To undertake home visits where appropriate.
- To be self servicing in typing.
- To operate under the supervision of the Director/Head of Advice Services.
- To work within and implement where appropriate Centre 70's policies and procedures including: Confidentiality Policy; Equality and Diversity Policy; Safeguarding; Disability Discrimination Act Policy; Data Protection Policy.
- To work within the policies and procedures set out in Centre 70's Office Handbook, Strategic Plan and Staff Handbook.
- To contribute to the monitoring, evaluation and development of the Advice Centre's service delivery policy.
- To work closely with other agencies as appropriate.
- To promote the service to partners and agencies.
- To attend Centre 70 meetings as appropriate.

#### TERMS AND CONDITIONS WHILST EMPLOYED DIRECTLY BY CENTRE 70

**F/T Salary (35 hrs): £ 31,000 (SO1 pt31) P/T salary pro rata.**

**Hours:** 24.5 hr pw . Possibility for hours to be increased to full time at some point in future.

**Term:** Initially 1 year, longer subject to funding and performance.

**Overtime:** Taken as time off in Lieu (TOIL).

**Holidays:** Pro Rata of 28 days per annum excluding bank holidays (plus additional special days between Christmas and New Year and Friday before the August bank holiday). 1 additional day for every complete year of service up to a maximum of 33 days per annum.

## PERSON SPECIFICATION FOR DEBT SUPERVISOR AND CASEWORKER POST

### Essential Requirements

1. Knowledge and experience of providing debt advice to casework level and running a caseload.
2. Experience of supervising Debt casework including file reviews, day to day supervision, supervision meetings, cascading knowledge.
3. Willing to undertake and pass training (or GGDA transition arrangement) and learning pathway programme for a Money Advice Service accredited debt Caseworker and Supervisor. <https://debtquality.org.uk/> <https://debtquality.org.uk/learning-pathway/>
4. Be willing to undergo training to become an approved Debt Relief Order intermediary.
5. Ability to manage and prioritise workload and ability to meet targets including client numbers.
6. Ability to undertake and deliver outreach advice sessions and an awareness of the particular issues involved in this area of work.
7. Knowledge, experience and ability to use resources to obtain information to provide and confirm advice.
8. Experience of or willingness to deliver Money Management/Financial Capability training/workshops.
9. Good time management and ability to deal with a varied and busy caseload.
10. Clear and concise written, oral and interpersonal communication skills.
11. Good computer skills.
12. Ability and willingness to be flexible in the duties and work.
13. Understanding of the issues and problems experienced by people living in an inner city area.
14. Commitment to the implementation of Equalities and Diversity Policy and a thorough understanding of the issues.
15. Ability to work on own initiative and as a member of a team.
16. Ability to work flexibly.

### Desirable Requirements

1. Have undertaken and passed training and learning pathway programme (or GGDA transition arrangement for caseworker) for a Money Advice Service accredited debt Caseworker and Supervisor. <https://debtquality.org.uk/> <https://debtquality.org.uk/learning-pathway/>
2. Be an approved Debt Relief Order intermediary.
3. Passed IMA MIMA qualification

4. Experience of delivering advice and learning in a group setting.

5. Additional language skills.

### **Unpaid Work**

Where experience is stipulated, equal weight will be attached to experience gained whether in a paid or unpaid capacity.



**CENTRE 70 APPLICATION FOR EMPLOYMENT  
SUPPLEMENTARY FORM**

**STRICTLY CONFIDENTIAL**

**This part of the form will be detached before the shortlisting process is undertaken**

**EQUALITY AND DIVERSITY**

We are committed to the active promotion and support of equality, diversity and opportunity both in the way services are delivered and in our role as an employer.

**Centre 70 declares its intention not to discriminate against anyone on the grounds of age, disability, race, colour, ethnic or national origins, religion or belief, gender or gender reassignment, marital or civil partnership status, pregnancy or maternity, class, sexual orientation or caring responsibility.**

Individuals are selected and promoted on the basis of their merits and abilities for a post.

All applicants who are disabled and meet the essential criteria will be offered an interview.

We monitor the gender, age, ethnic origin and disabilities, and sometimes other information, of job applicants to help determine if our equality and diversity policy is effective. You are asked, therefore, to provide the information outlined below. The personal information will not be made available to the shortlisting panel.

This information will only be used to monitor Centre 70's Equality and Diversity policy and will be treated confidentially.

**APPLICATION DETAILS** (Please write in **BLACK INK** or type)

Title (Mr/Mrs/Ms/Miss/Dr) (*Indicate as applicable*)      Surname/Family Name:

First Names:      Previous Surname/Family Name:

Address:      Post code

Telephone number where you can be contacted:

Daytime:      Evening:

E-mail address:

**EQUALITY AND DIVERSITY MONITORING**

**PLEASE TICK OR COMPLETE THE APPROPRIATE BOXES. PLEASE LEAVE BLANK IF YOU PREFER NOT TO ANSWER ANY QUESTION**

**GENDER:** Male:  Female:

**ETHNIC GROUP:** Which of the following best describes your ethnic origin:

**ASIAN OR ASIAN BRITISH:**

Indian

Pakistani:

Bangladeshi:

Any other Asian background:

(please specify):.....

**BLACK OR BLACK BRITISH:**

Caribbean:

African:

Any other Black background

(please specify):.....

**CHINESE**

**WHITE:**

British

Irish:

Any other White background

(please specify): .....

**MIXED:**

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

(please specify):.....

**ANY OTHER ETHNIC GROUP**

**SEXUALITY:** Heterosexual  Gay/Lesbian  Bisexual

**GENDER RE-ASSIGNED** No  Yes

**RELIGION AND BELIEF** Christian (all)  Muslim  Hindu  Buddhist

Sikh  Jewish  None  Other.....

**MARITAL STATUS** Married/cohabiting  Single  Separated  Divorced  Widowed

**DISABILITY** Not considered disabled  Physical  Sensory  Serious Illness

Learning  Mental Health  Cognitive  Unknown  Other.....

**WHERE DID YOU HEAR ABOUT THE VACANCY:**

**DISABILITY:**

The Disability Discrimination Act 1995 defines a disabled person as “one who has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities”.

Do you have any specific requirements that will help you in the recruitment/selection process requiring specific provision? YES / NO \*If yes, please specify:(\*delete as applicable)

**CONVICTIONS:**

All application forms are scrutinised with the aim of putting the interests and protection of young and vulnerable people first.

Because you will have access to vulnerable people, we will carry out Disclosure and Barring Service checks. Please confirm whether or not you have any unspent criminal convictions or spent convictions that are relevant and should be declared. The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website [www.gov.uk/government/news/disclosure-and-barring-service-filtering](http://www.gov.uk/government/news/disclosure-and-barring-service-filtering) . If you would like further details of the Rehabilitation of Offenders Act, (including when convictions become spent, and those spent convictions that still need to be declared) please check [www.gov.uk/dbs](http://www.gov.uk/dbs) .

Have you ever been convicted of any offence or are there any proceedings pending against you which need to be declared?

YES / NO \*            If yes, please provide details on a separate sheet.

Are you aware of any police enquiries undertaken following allegations against you which may have a bearing on your suitability for this post which should be declared?

YES / NO \*    If yes, please provide details on a separate sheet (\*delete as applicable)

**WORK PERMIT:**

Section 8 of the Asylum and Immigration Act 1996 requires all employers in the UK to make basic document checks on every person they intend to employ (i.e. before the person begins working, which we will do if you are offered the post). Employing someone who is not legally entitled to work is a criminal offence. More information on the requirements can be found on the Home Office Website [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)

Are you required to have a work permit? YES/NO\*    If yes do you have a permit? (\*delete as applicable)

**DECLARATION:**

In accordance with the Data Protection Act 1998 I give my consent for the information contained in this form, including any defined as “sensitive personal data”, to be processed in accordance with the policies of the organisation for the purposes of recruitment and employment. I understand that if I am appointed, this application form will form part of my personal file and that if I am not appointed it will be destroyed after a reasonable period.

I confirm the information I have supplied is, to the best of my knowledge, true and accurate and I am legally entitled to work in the UK. I understand that deliberate misrepresentation or omission of factual information may lead to dismissal/legal action.

**I certify that the stated information on this application form and in any letter supporting my application is correct and complete, and that any misleading statements may be sufficient for cancelling any agreements made.**

Signature: .....

Date:

FOR OFFICE USE - NUMBER:

# CENTRE 70 APPLICATION FORM

46 KNIGHTS HILL, LONDON SE27 0JD  
Tel: 020 8670 0070 Fax: 020 8761 3255

[www.centre70.org.uk](http://www.centre70.org.uk)

E-mail: [recruitment@centre70.org.uk](mailto:recruitment@centre70.org.uk)

Please complete in type or in black pen in block capitals.

**Closing date: noon, Wednesday 12 July 2017 (interviews scheduled for Thursday 20<sup>th</sup> July 2017)**

## APPLICATION FOR APPOINTMENT DEBT SUPERVISOR AND CASEWORKER POST

### **Referees:**

Please give the name and address of your present or most recent employer and one other person who knows you well. References will only be taken up on appointment.

1. Your present or last employer:		2. Your other referee:	
Name		Name	
Address		Address	
Email		Email	
Relationship		Relationship	

Are you related to any employee, member of the Board of Trustees or in any other way associated with Centre 70?

NO		Yes, describe nature of relationship	
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**Section 1 - Employment History (most recent job first)**

**PLEASE ALSO PROVIDE DETAILS OF ANY GAPS**

Name & address of employer	Post held and summary of duties State if paid and salary or unpaid	Dates		
		Hours pw	From	To

**Section 2 - Education & Training**

Institution attended/course provider	Exams & grade and/or description of course and contents summary	Dates	
		From	To

**Section 3 - Supporting statement** (to be typed/word-processed)

**Important – PLEASE READ THESE GUIDANCE NOTES ON COMPLETION OF THE FORM FIRST**

Please read the person specification (attached) and, **taking and addressing each numbered Essential Requirement point in turn**, say why, with examples, you meet that essential requirement and are qualified for the post, referring to your knowledge and experiences, current or past duties at work, training, volunteering or personal interests and hobbies, life experiences etc.

Do the same, where applicable, with the Desirable Requirements.

***You should limit this supporting statement to no more than four sides of A4.***

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