



## **Debt Caseworker (MaPS Project)**

**Citizens Advice Central Dorset requires a Debt Caseworker to work under the MaPS project and join our team of experienced advisors.**

As a Debt Caseworker, you should be able to work with clients providing a full and comprehensive range of debt advice. You will be able to demonstrate experience of giving money advice at casework level within a quality based advice framework and deal with a full range of complex debt cases. The service you provide must comply with FCA Standards and as such you would need to be accredited or working towards achieving accreditation status. Ideally you would have experience of working in Citizens Advice or a similar setting.

You should be comfortable delivering high quality advice using telephone, email and video conferencing as communication channels and some face to face appointments with clients may also be required. You will also provide technical debt support to other advisers. We have offices in Dorchester, Gillingham, Sherborne and Weymouth.

**Hours:** 37 Hours per week  
**Salary:** £29,437 (per annum/actual)  
**Location:** Hybrid (Dorset) or Remote considered  
**Term:** Ends 31st March 2025  
**Start Date:** 1st June 2023 or ASAP

For an informal chat regarding the position please email in the first instance:  
Caroline Buxton - [caroline.buxton@centralca.org.uk](mailto:caroline.buxton@centralca.org.uk)

A Job Description, Person Specification and an Application Form can be found on our website: [www.centraldorsetca.org.uk/work-with-us](http://www.centraldorsetca.org.uk/work-with-us)

Please note that CVs will not be accepted.

**Closing Date:** 1pm Thursday 11th May 2023  
**Interview Date:** W/C 15th May 2023

*Citizens Advice Central Dorset is committed to principles of equality, and values diversity.*