

# Job Description

## MABS Dedicated Mortgage Arrears Adviser

### Job Summary

The Dedicated Mortgage Arrears MABS Adviser will provide a free, independent, confidential mortgage arrears advice service to facilitate clients to deal with debt problems arising from mortgage arrears and to become financially independent in the long term. Each of the supporting MABS Companies will have a Dedicated Mortgage Arrears Adviser to deal with mortgage arrears cases.

The Dedicated Mortgage Arrears Adviser is based at a specified MABS location as per the contract of employment. A Dedicated Mortgage Arrears Adviser may be required to work from another MABS office or outreach within their region.

### Successful Candidate will be:

- Committed to the provision of a quality mortgage arrears advice service within MABS;
- Willing to work unsocial hours as may be required from time to time and to attend evening and occasional week-end events and
- Have access to a car for work purposes as determined by the work location and be prepared to travel as required.

### Responsibilities

- To advise, on a one-to-one basis, clients who are in mortgage arrears – with a particular emphasis on late-stage and post MARP casework
- To explain the options available across mainstream lenders/institutions to those in late stage mortgage arrears
- To advise clients of the options available under the personal insolvency legislation
- To negotiate with lenders on behalf of clients, where necessary
- Based on a thorough understanding of the client's case and the options available to them to identify the best solution for clients and support them to achieve that outcome
- To manage and work through to resolution a caseload from a catchment surrounding the Service location
- To work within the Dedicated Mortgage Arrears MABS service (DMA MABS) structure in the development, implementation and co-ordination of policy, best practice and procedures within the context of the aims and objectives of DMA MABS
- To contribute to the development of best practice standards in the DMA MABS location in which they are employed
- To provide advice, support and advocacy in relation to the handling of mortgage arrears and consumer debt in accordance with the framework for dealing with complex casework in this area as prescribed within the project structure
- To maintain complete and accurate records and to report on progress in the format prescribed within the DMA MABS project structure
- To document successful outcomes in a format that can be shared with DMA MABS colleagues and the wider MABS as relevant

- To avail of technical support on complex cases and follow the advice and processes given in order to achieve the best outcomes for clients
- To keep up to date with legislation, policy and practice and to attend training courses, seminars and meetings as may be directed within the DMA MABS project structure
- To support the building and maintaining of effective working relationships with other agencies and organisations including but not limited to members of the ISI, all of the mortgage lenders, Courts Service personnel at local level and others for the benefit of the DMA MABS clientele
- To participate in the development and delivery of strategies to promote the DMA MABS service through the use of local media, literature, exhibitions and other appropriate channels
- To participate in classroom and online training and demonstrate the achievement of learning outcomes in respect of all mandated training
- To contribute to the development of DMA MABS nationally by supporting and working with colleagues in other DMA MABS locations as required.
- To perform other duties, including regional responsibilities, appropriate to the role, as may be required and agreed with the Co-ordinator and/or Regional Manager from time to time and may be specific to the requirements of a particular MABS company.

## **Person Specification**

### **Education/Qualifications**

- Hold a recognised third level qualification at a minimum of Level 7 on the National Framework of Qualifications preferably in the area of Finance, Law, Social Science or Community Development.
- Have significant knowledge through relevant MABS training, or other experience, on all aspects of mortgage arrears and insolvency including repossession proceedings.

The knowledge and skills referred to above may have been gained in either the current or previous employment or other setting.

### **Essential Requirements**

- Significant experience of dealing with all aspects of personal debt and mortgage debt demonstrated by a history of achieving success in complex mortgage debt casework in a previous employment
- Working knowledge of products on offer as part of banks Alternative Repayment Arrangements
- Ability to represent and negotiate on a client's behalf to achieve positive/sustainable outcomes in mortgage arrears casework.
- Ability to appraise offers in relation to newly restructured mortgage contracts
- Familiarity with the Irish repossession Court process, and may include the role of mentor to clients in the premises of the Courts on dates when repossession sittings are taking place.
- Demonstrated strong communication skills, both verbal and written
- A strong commitment to quality customer service
- Ability to work effectively within a collaborative team environment and independently on own initiative

- Excellent organisational, administrative and IT skills
- Proven ability to work to tight deadlines
- Flexible approach, determination and capacity to innovate to achieve success.