

CITIZENS ADVICE BARNSLEY

JOB DESCRIPTION

ADVICE SESSION SUPERVISOR

1) Supervising advice sessions

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Ensure referrals and bookings for projects are being properly monitored and clients are supported in a timely manner
- Undertake supervision leadership tasks.
- Review/monitor the quality of case records / telephone calls and emails of designated staff to meet quality standards and service level agreements.
- Assist the Operational Manager to undertake the QAA.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
- Undertake advice work/gateway as required e.g. during staff absences.
- Refer complex issues such as breach of confidentiality and safeguarding to senior management.
- Provide statistical reports on outputs and outcomes as required by management.

II). Support learning and development

- Support the development of volunteers to enable them embrace continuous learning. For example, provide timely feedback on cases reviewed to advice line/ gateway, and advisers.
- Make recommendations to the Training Officer for staff training and development areas of need.
- Support the Training Officer to make decisions on competence of the advice staff.
- Support volunteers to develop knowledge and skills in identifying and responding to research and campaigns issues.

III). Supporting staff recruitment and development

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and everyone can do their best.
- Participate in recruitment and selection activities as delegated.
- Support Participate in the induction of new staff as delegated.
- Ensure that Staff and volunteers receive appropriate support, supervision and appraisal and have opportunities for continuous learning and development

IV). Staff Supervision

- Responsible for the supervision of a team of advisers and support workers within a specialist area of advice.
- Provide technical support to advisers and identify areas of further development for individuals and the team.
- Manage staff through the provision of regular support and supervision and hold annual appraisals as delegated.
- Provide appropriate levels of support and supervision to individual workers depending on their level of competence.
- Participate in the recruitment & selection process as well as induction of new staff as delegated.

V). Research and campaigns

- Promote the importance of research and campaign delivery within the service and deliver training to support identification of issues.
- Use social media to communicate key service messages as appropriate.
- Make recommendations to the research and campaigns staff and management for local areas for campaigns based on trends in case reviews.
- Keep up to date with research and campaigns issues and ensure research and campaigns are promoted and integrated in a way relevant to the role.

VI). Other duties and responsibilities

- Work with the IT team and take responsibility for supporting the daily administration of IT and case management systems to ensure smooth service delivery.
- Support the management team
- Cover for other members of the Supervisory Team when required
- 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 and diversity strategy.
- Develop and maintain effective admin systems and records relevant to the role.
- Attend regular internal and external meetings relevant to the role

- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the organisation's team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service as required.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

I). Qualifications

- Possession of a Citizens Advice certificate in generalist advice
- Competent IT and digital skills

II). Supervisory / Advice experience

- Supervising, supporting, developing and motivating staff in the delivery of advice services to at least AQS General Help quality standard
- Recent delivery of providing general advice, including assessments
- Analysis and interpretation of complex information and negotiation with outside agencies.
- Understanding of the social policy issues affecting clients and society and their implications for clients and service provision.
- Effective oral and written communication skills.
- Planning and managing your own work and the work of others in a pressured environment, including: setting priorities; meeting deadlines; and monitoring performance.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Working effectively and flexibly as part of a team.
- Literacy and numeracy to the level required by the tasks.
- Use of IT in the provision of advice; recording of data and the preparation of reports and submissions.
- Monitoring and maintenance of recording systems and procedures in ensuring the provision of a high quality advice service.
- Commitment to Citizens Advice core principles including an understanding of, and maintaining confidentiality within, the policies of the Citizens Advice service.

III). Communication and flexibility skills

- Ability to embrace change and work flexibly.
- Good verbal and written communication skills.
- Ability to multitask and work quickly under pressure.

DESIRABLE REQUIREMENTS

- Supporting volunteers both in person, over the phone and via video links
- Knowledge of Citizens Advice service delivery models (including assessments) and quality standards
- Experience of delivering telephone assessments/advice
- Experience of the Citizens Advice case management system – Casebook