

CITIZENS ADVICE BARNSLEY

JOB DESCRIPTION

GENERAL ADVISER / OUTREACH ADVISER / GENERAL ADVICE SESSION SUPERVISOR

Hours: 37 hours per week

Salary: Actual for 37 hours per week £26,470

Contract status: Fixed term to 31st October 2021 (initially)

Holiday entitlement: 28 days annual leave and 10 public holidays

Pension: Matching 5% employer's contribution

Responsible to Operational Manager

OVERALL AIMS OF THE POST:

- a) To supervise the provision of a high quality advice and information service to meet Citizens Advice quality standards. The post will include responsibility for the supervision of our Adviceline telephone gateway service, Digital Service and Face to Face advice
- b) To promote the take-up of Research and Campaigns issues in accordance with the aims, policies and principles of the CAB service.
- c) To deliver general advice sessions both in bureau and in community venues, via all delivery channels, including face to face, telephone and digital (including Video)

KEY WORK AREAS AND TASKS

1. Quality of advice / service delivery

- a) Manage the practicalities of advice sessions, both from within the office and while home working, ensuring all policies and procedures are followed.
- b) Supervise the work of relevant volunteers and paid staff to ensure that standards meet Citizens Advice requirements.

- c) Provide technical support and act as consultant to the advisers/assessors.
- d) Monitor the quality of advice and information given to clients.
- e) Ensure that appropriate systems are maintained for case recording, data collection, follow-up work and quality control.
- f) Undertake advice work as and when required, approximately two days per week
- g) To advise clients in all social welfare categories of law, particularly focussing on debt / money management, welfare benefits, housing, and employment.
- h) To provide follow-up work to a level agreed with line manager.
- i) To signpost and / or make effective referrals to other agencies as appropriate
- j) To ensure details in all clients records are accurate and kept in an orderly manner and that confidentiality is maintained at all times

2. Staff supervision

- a) Supervise paid and volunteer staff through the provision of regular support and feedback.
- b) Encourage good teamwork and lines of communication between all members of staff.
- c) Attend regular meetings of paid and unpaid staff both in person, via telephone and video links.

3. Research and Campaigns

- a) To promote and undertake Research and Campaigns work by ensuring bureau evidence forms are completed and, where appropriate, action is taken to address social policy concerns of local and national interest.
- b) Ensure accurate statistical recording takes place on the number and type of clients and the nature and outcome of cases so that regular reports can be provided.

4. Training and professional development

- a) Keep informed of all new relevant legislation and changes in existing legislation and social policy.
- b) Assist the Operational Manager and other Supervisors in the recruitment, induction and training of new volunteers.
- c) Identify and implement own training and development needs.
- d) Identify the training needs of assessors and advisers through support and supervision and liaise with the other Supervisors to ensure appropriate training is implemented.

5. Administration

- a) Ensure that the bureau's information sources and publicity are up to date.
- b) Maintain and monitor effective and efficient administrative systems and produce reports as appropriate.
- c) Ensure implementation of health and safety policy and procedures with regard to staff, equipment and premises

6. Other duties and responsibilities

- a) Ability to work some evenings / weekends as may be required
- b) Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
- c) Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- d) Understand and uphold the aims, principles and policies of Citizens Advice Barnsley and those of the national organisation Citizens Advice.
- e) Ability to work from home as and when required and have a secure confidential area/space that you can work from.

PERSON SPECIFICATION GENERAL ADVICE SERVICE SUPERVISOR

ESSENTIAL REQUIREMENTS

Demonstrable competencies in:

- a) Supervising, supporting, developing and motivating staff in the delivery of advice services to at least AQS General Help quality standard
- b) Recent delivery of providing general advice, including assessments
- c) Analysis and interpretation of complex information and negotiation with outside agencies.
- d) Understanding of the social policy issues affecting clients and society and their implications for clients and service provision.
- e) Effective oral and written communication skills.

- f) Planning and managing your own work and the work of others in a pressured environment, including: setting priorities; meeting deadlines; and monitoring performance.
- g) Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- h) Working effectively and flexibly as part of a team.
- i) Able to work some evening or weekend hours.
- j) Literacy and numeracy to the level required by the tasks.
- k) Use of IT in the provision of advice; recording of data and the preparation of reports and submissions.
- l) Monitoring and maintenance of recording systems and procedures in ensuring the provision of a high quality advice service.
- m) Commitment to Citizens Advice core principles including an understanding of, and maintaining confidentiality within, the policies of the CAB service.

DESIRABLE REQUIREMENTS

Demonstrable competencies in:

- a) Supporting volunteers both in person, over the phone and via video links
- b) Knowledge of Citizens Advice service delivery models (including assessments) and quality standards
- c) Experience of delivering telephone assessments/advice
- d) Experience of the Citizens Advice case management system – Casebook
- e) Ability to travel to Outreach Locations throughout the borough