

CITIZENS ADVICE DACORUM

JOB DESCRIPTION

Job Title:	Advice Session Supervisor
Salary:	£23,036 - £26,264 per annum pro rata, according to experience.
Hours:	16 hours per week
Responsible to:	Advice Team Leader
Location:	Hemel Hempstead (main location)

JOB PURPOSE

We are looking for an adaptable flexible team player, with excellent communication skills, to join a small friendly team, to assist the Advice Session Supervisor Team Leader in the provision of an advice and initial check service.

This will include the delivery and supervision of advice and initial check across all channels, within the Citizens Advice framework.

An interest in debt advice is preferred.

PRINCIPAL TASKS AND RESPONSIBILITIES

1. Supervising the daily advice and initial check sessions
 - Providing advice and guidance to volunteer advisers and initial checkers and ensuring their work is in line with Citizens Advice Membership requirements.
 - Supervising the money support workers
 - Case checking, including proportion of cases selected for monthly QAA.
 - Ensuring efficient and effective Initial Check processes are followed
 - Supporting volunteers to increase their independence
 - Where necessary advocating on behalf of clients in a sensitive and professional manner
 - Conducting face to face and telephone advice interviews, as and when necessary
 - Conducting face to face and telephone initial checks, as and when necessary
 - Providing advice by email when appropriate
 - Providing supervisory cover at evening sessions on a rota basis
 - Ensuring cases are followed up and outcomes recorded
 - Overseeing the referral of clients to and from other agencies
 - Working flexibly and responsively as the needs of the service require, including working in Outreach and other office locations

- Implementing any service changes as directed by the Advice Session Service Team Leader
- Supporting the work of any other organisation based project

2. Social Policy

- Identifying Social Policy issues and ensuring these are correctly recorded

3. Training and Professional Development

- Keeping informed of all relevant legislation and changes in existing legislation and social policy, ensuring this is cascaded to volunteers
- Reading national Citizens Advice publications and information packs and other relevant publications
- Undertaking relevant training to ensure delivery of new technology and information systems, processes and ways of working
- Keeping in touch with local issues, developments and changes in procedure

4. Staffing and Staff Development:

- Conducting JPRs and regular supervision of volunteers.

5. Participation in Development and Planning of the Service

- Participating in bureau staff and volunteer meetings
- Feeding back ideas about service development to the Advice Session Supervisor Team Leader, particularly with regard to the varied modes of service delivery

6. Administration

- Ensure the offices administrative systems run smoothly.

In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

The post holder must have due regard to Citizens Advice Equal Opportunities Policies in the planning and execution of their duties S/he will also be expected to maintain positive relations with external agencies and confidentiality in relation to all aspects of the business.

CITIZENS ADVICE DACORUM

PERSON SPECIFICATION

Post: **Advice Session Supervisor**

The information you give us on your application form will be the only information used in short listing, so it is important that you clearly address all aspects of the person specification. You may find it helpful to address each point as they are listed below. It is essential that you include information about your experience and abilities relevant to these requirements, and please ensure that you address yourself to the Equal Opportunities dimensions in your application. You may use additional sheets.

If you are short listed for interview the selection panel will wish to discuss with you in greater detail those areas covered by the person specification and the aims and principles of the service.

Skills, Knowledge and Experience

- At least two years' post certificate recent experience of generalist advice work.
- Supervisory skills including the ability to support a volunteer team, allowing the volunteers to develop and realise their potential.
- Demonstrated ability to research complex information and to relay this in an understandable way.
- Clear understanding of what constitutes good case recording in line with Citizens Advice Quality of Advice standards.
- Excellent IT skills.
- Ability to organise and prioritise a workload under pressure.
- An understanding of how local Citizens Advice services can influence local and national social policy.
- A proven ability to support and deliver change in a bureau environment.
- A proven ability and willingness to work flexibly and responsively.
- A commitment to implementing Citizens Advice Equal Opportunities and an understanding of what this means for people providing a service to the public.
- An interest in debt advice is preferred