



Advice Session Supervisor Job pack

Thank you for your interest in working at Citizens Advice Dacorum. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of National Citizens Advice and Citizens Advice Dacorum
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Dacorum works

Citizens Advice Dacorum is an independent charity supporting people who live and/or work in Dacorum. Our staff & volunteer team operate a telephone, webchat and face to face service in the Voluntary Sector of The Forum and also at our smaller location in the Civic Centre in Berkhamsted.

Our vision is that Dacorum is a borough where everyone can easily access the advice they need to move forward. We use our experience of advice work and the data we collect to influence policies and practices that affect the lives of people in Dacorum.

- We ensure our services are independent, confidential and impartial.
- We aim to serve everyone who lives or works in Dacorum by ensuring all services continue to be free to users.
- We embrace diversity and seek to challenge discrimination in all aspects of what we do.

We promote equality and challenge discrimination, and strive to be an Equal Opportunities employer. We encourage and welcome applications from people of all backgrounds. We are a Disability Confident Committed Employer and our offices at The Forum are fully accessible.

We will retain and use the information you provide only for this recruitment process. It is necessary that we hold this information to operate a fair and equitable procedure. We will keep this securely and destroy it after six months unless you have been appointed to a role in which case it will form part of your employment record.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

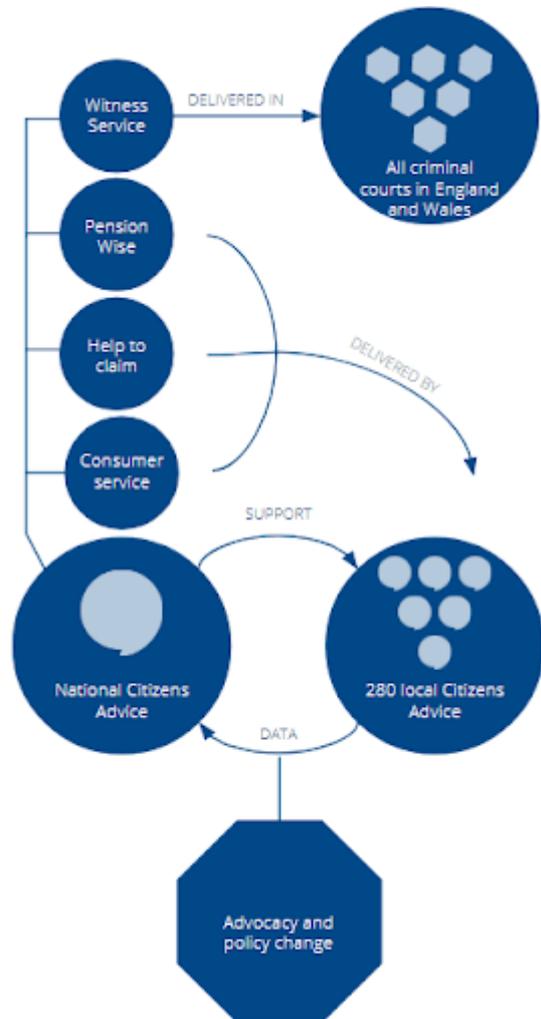
This role sits in our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

We are looking for an experienced Advice Session Supervisor to join our small friendly team, supporting advisers both paid and volunteers. The successful candidate will be enthusiastic, adaptable and flexible team player, with excellent communication skills, to assist in the provision of an advice and initial check service via digital, telephone and face to face channels when Covid restrictions allow.

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

For the right candidate we will consider offering supervisory training, for which a minimum of 2 years recent experience of giving generalist advice to clients is required.



Role profile

- Supervising the daily advice and initial check sessions
- Providing advice and guidance to volunteer and paid advisers and assessors and ensuring their work is in line with Citizens Advice Membership requirements.
- Case checking, including proportion of cases selected for monthly QAA.
- Ensuring efficient and effective session processes are followed
- Providing ongoing support to 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 an ad hoc 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 Services Manager

- Supporting the work of any other project within CA Dacorum
- Ensure that all advice conforms to the organisations Office Manual and the Advice Quality and Citizens Advice Quality of Advice standards.
- Participate in the ASK Routine Enquiry Programme to identify and support survivors of Domestic abuse (training provided)

Research & Campaigns

- Assist with research and campaigns work by identifying and providing information about clients' circumstances via Evidence Forms.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.

Professional Development

- Keep up to date with legislation, case law, policies and procedures and undertaking appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare to attend supervision session and team meetings as appropriate.

Administration

- Use IT for service provision and development, statistical recording, record keeping and document production.
- Attend internal and external meetings as agreed with the manager.
- Help to maintain a library of reference material and case law.
- Liaise with statutory and non-statutory and present the service on outside bodies as appropriate.
- Undertake Independent File Reviews and support Peer Reviews to maintain quality standards.



Person specification

Essential Criteria

1. Experience of building good relationships with community partners fostering good working relationships for the benefit of our clients.
2. Significant recent experience in giving generalist advice, providing technical support to promote team working
3. Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, & correspondence.
4. Fully understand the issues involved in interviewing clients and demonstrate a compassionate approach, and an understanding of social trends and their implications for clients and our service.
5. Have an ordered approach to advice and casework and an ability and willingness to follow and develop agreed procedures.
6. Strong IT skills – using multiple applications in the provision of advice, to support volunteers by troubleshooting their IT issues and also the preparation of reports, submissions & presentations.
7. Understanding of and commitment to the aims and principles of the organisations service and its equality and diversity policies.
8. Experience of training & coaching volunteers

Desirable Criteria

9. Recent experience as an Advice Session Supervisor at a Local Citizens Advice

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS.



Terms and conditions

Salary Range: £24,012 - £27,741 FTE (according to experience) & £898 London Weighting Pro Rata for hours worked, & 5% NEST Employer (subject to minimum employee contribution) & Contractual Sick Pay

Hours: 16 hours over 3 days per week permanent contract usually based at The Forum, Hemel Hempstead, occasionally Berkhamsted Civic Centre and currently remote working from home. Flexibility for home working for some of the hours.



What we give our staff

Contractual Sick Pay- Nest Contributions of 5%. Our team at Citizens Advice Dacorum benefit from membership of LifeWorks; an employee assistance programme (EAP) and innovative well-being resource tool, available any time, 24/7. It offers counselling, practical information, and digital content to support your mental, physical, social and financial wellbeing.

Training is available on an ongoing basis to develop your skills. We are proud of our knowledge share culture and the mutual support in the team.

To apply: Please send your completed application form to

admin1@dacorum.cabnet.org.uk OR Post to Citizens Advice Dacorum, The Voluntary Sector, The Forum, Marlowes, Hemel Hempstead HP1 1DN

Please ensure you explain how you meet each aspect of the Person Specification in your application.

If you have any queries before submitting your application - please email your contact details to admin1@dacorum.cabnet.org.uk and we will call you back for an informal chat.

Closing date for Applications: the vacancy will be closed as soon as an appointment is made so please submit your application as early as possible.

Interview Date (via Google Meet): by arrangement

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