

Ipswich and District Citizens Advice Bureau Job Description and Person Specification

Job Title: Generalist Advice Session Supervisor
Salary Scale: SCP 18 - 23
Hours: 18.5 hours per week
Responsible to: Deputy Manager

Key Work Area: To ensure the provision of an effective and efficient generalist advice service to the Bureau and its clients.
To assist with the training, development, supervision and support of volunteer staff.
To take the lead in an area of specialist advice e.g. welfare benefits, money advice, employment, immigration.
To work within the aims, policies and principles of the CAB service.

Key Responsibilities

Service Delivery

- Manage practicalities of advice session.
- Effectively supervise the work of volunteers to ensure that standards meet Citizens Advice requirements.
- Provide technical support and act as consultant to the volunteers covering gateway assessments, telephone advice, and generalist advisers.
- Ensure delivery of agreed level of service and adequate staff cover.
- Develop, supervise and support volunteer advice session supervisors
- Manage trained volunteers including performance appraisals and performance issues.
- Monitor the quality of advice given to clients during advice session.
- Monitor quality of work from case records.
- Develop and maintain standards of service delivery.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Undertake advice work as and when required.
- Abide by the bureau's policies and procedures and ensure volunteers operate within these
- Ensure the development of social policy and instigate systems and procedures.
- Maintain and action the Advice Session Log as required.

Staff Supervision

- Attend and participate in regular meetings of the bureau including volunteer meetings
- Supervise volunteers through the provision of regular informal and formal support including annual appraisals
- Ensure that the service area is adequately staffed and contingency plans are in place for adviser or assessor shortages.
- Encourage good teamwork and lines of communication between all members of staff.
- Participate in the recruitment, induction, training and development of volunteers
- Contribute towards the bureau's workforce development plan and business plan
- Organise training activities in conjunction, as appropriate, with the Bureau Managers
- Advise the line manager on staffing and service delivery issues.

Social Policy and Monitoring

- Ensure advice session volunteers identify and refer all social policy issues as required
- Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
- Monitor service provision to help ensure that it reaches the widest possible client group.
- Supervise and support the work of volunteer social policy coordinator(s)

Administration

- Maintain and monitor effective and efficient administrative and reception systems.
- Ensure effective communication channels between reception and advice sessions
- Adhere to and implement all health and safety requirements
- Maintain complaints procedures in accordance with Citizens Advice guidelines.

Other Duties and Responsibilities

- Carry out any other tasks, which may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- The post will require some working out of normal office hours on a regular basis, as required by the service

Person specification

Essential

- Recent and ongoing experience of generalist advice work.
- Experience of managing volunteer advisers, assessors and caseworkers.
- In-depth understanding of a specialist area of advice
- Ability to demonstrate how s/he keeps knowledge up to date.
- Ability to analyse and interpret complex information.
- Understanding of the importance of support, development and motivation.
- Effective oral communication skills.
- Effective writing skills.
- Understanding of the issues involved in interviewing clients.
- Numerate to the level required by the tasks.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain recording systems and procedures.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.

Desirable

- Qualified and experienced as CAB Assessor and Adviser
- Training as Advice Session Supervisor completed
- Experience of change management
- Experience in addressing performance issues in employees and/or volunteers