Ipswich and District Citizens Advice Bureau
Job Description and Person Specification

Job Title: **Money Advice Session Supervisor**
Salary Scale: SCP 24 - 28
Hours: 5 hours per week
Responsible to: Deputy Manager

Key Work Area: To develop and deliver an effective money advice clinic to clients of the bureau
To work within the aims, policies and principles of the CAB service.
To assist with the training, development, supervision and support of volunteer staff.

Key Responsibilities

Service Delivery

- Manage practicalities of the money advice session.
- Effectively supervise the work of volunteer staff to ensure that standards meet Citizens Advice requirements.
- Provide technical support and act as consultant to the volunteer staff covering reception, gateway assessments, telephone advice, and generalist advisers.
- Ensure delivery of agreed level of service and adequate staff cover.
- Manage trained volunteers including performance appraisals and performance issues.
- Monitor the quality of money advice given to clients during advice sessions.
- 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 money advice work as and when required.
- Abide by the bureau's policies and procedures and ensure volunteer staff 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 money advice volunteer staff 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 money advice volunteer staff
- 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 money 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.
- Support the work of volunteer social policy coordinator(s)

Administration

- Maintain and monitor effective and efficient administrative and reception systems.
- Monitor health and safety policy with regard to staff, equipment and premises within statutory 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

- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies
- Two years recent and ongoing experience of money advice and debt work.
- Two years experience of supervising generalist advice work
- Experience of managing volunteer advisers, assessors and caseworkers.
- 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.
- Ability to implement bureau policies and procedures

Desirable

- Previous experience as an Advice Session Supervisor
- Understanding of the issues affecting society and their implications for clients and service provision.
- Knowledge of the quality of advice standards required by Citizen’s Advice
- Experience of dealing with volunteer performance issues
- General knowledge of services and provisions available within Ipswich and its Districts