



Advice Session Supervisor – Wychavon (Evesham and Droitwich)

The supervisor is a member of a team of voluntary and paid staff who provide a free, confidential, impartial and independent service to the public, both in the Bureau and in the local community. The team also contribute to Research and Campaigns work.

Role purpose:	To ensure the provision of an effective and efficient high quality generalist advice service
Responsible to:	Head of Services
Hours of work:	30 hours per week to be worked Tuesday to Friday
Place of work:	Evesham office, Port Street, Droitwich office (Victoria Square Library) and other outreaches as appropriate to service delivery.
Salary:	up to £26,992 per annum pro rata depending upon experience

Supervising advice sessions and / or casework

- Major activities:
 - Manage the practicalities of the advice session and ensure adequate staffing and resources
 - Provide support and supervision to individual advisers depending on their level of competence
 - Monitor and check case records of the paid and volunteer advice teams including project personnel to ensure quality standards are met and service level agreements are adhered to.
 - Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice
 - Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

Staff support and management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Participate in the induction of new staff as delegated
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development

Learning, development and training

- Identify learning and development needs of designated staff and contribute to the bureau's learning and development plan
- Contribute to inclusive group and / or one-to-one learning and development activities
- Facilitate annual performance reviews with advisors

General

- Undertake advice work as required
- Manage and monitor activities appropriate to the role, including service level agreements and targets associated with advice projects
- Provide regular reports and feedback on areas of responsibility, including any targets
- Provide occasional paid cover for absent staff, including at outreach and other sites
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy
- Keep up to date with research and campaigns issues and ensure activity is promoted and integrated into daily work
- Maintain effective admin and records relevant to the role
- Attend regular bureau and external meetings relevant to the role
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues
- Identify own learning and development needs and take steps to address these
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service

Person specification

- Ideally, a qualified CAB adviser, otherwise previous experience of delivering advice in at least one or more of the following areas: debt, welfare and benefits, housing, employment.

- Proven ability to supervise or deliver advice work and to maintain casework systems and procedures.
- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service
- A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff
- Proven ability to manage / supervise others, including ability to develop and motivate staff
- Proven ability to develop individuals by providing support, guidance, tutoring and / or training
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy and sometimes challenging environment
- Ability to monitor and maintain own standards
- Ability to communicate effectively verbally and in writing
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision
- Demonstrable understanding of the issues involved in interviewing clients
- Proven ability to monitor and maintain service delivery against agreed targets
- Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports
- Ability to monitor and maintain recording systems and procedures
- A commitment to continuous professional development