

## **Advice Session Supervisor**

### **Context of role**

- Responsible to Advice Services Manager

### **Role purpose**

- To oversee all aspects of advice sessions through the support of volunteers and paid staff.

### **Key work areas and tasks:**

#### **Supervising advice sessions and / or casework**

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.
- 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.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Ensure all relevant policies and procedures are followed
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

#### **Staff 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.
- Encourage good teamwork and lines of communication between all members of staff

## Generic

- Undertake advice work as required.
- 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 campaign issues and ensure this topic is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular local Citizens Advice and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
- 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**

1. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
2. 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.
3. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
4. Ability to monitor and maintain own standards and have a commitment to continuous professional development.
5. Ability to communicate effectively verbally and in writing and to monitor and maintain recording systems and procedures.
6. Demonstrable understanding of the issues involved in interviewing clients.
7. Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
8. Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff. To develop individuals or groups by providing support, guidance, tutoring and / or training.
9. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
10. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
11. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.