



**Stroud
& Cotswold
Districts**

Advice Session Supervisor

Job pack

- RESPONSIBLE TO:** Core Services Manager (CSM)
- PLACE OF WORK:** Stroud, Cirencester offices preferred, but remote/hybrid working will be considered.
- SALARY:** Starting salary £27,429 pro rata (Band 3A on CA-SCD salary scale)
- HOURS OF WORK:** 15 - 30 hours per week - must include Mondays & Tuesdays
- CONTRACT:** 12 month contract
- Closing Date:** When suitable candidate found.

Thanks for your interest in working at Citizens Advice Stroud and Cotswold Districts Ltd (CASCD). 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 CASCD
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing info@ca-scd.org.uk.

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 4 national offices and offer direct support to people in around 260 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 Stroud and Cotswold Districts work

Citizens Advice Stroud and Cotswold Districts Ltd (CASCD) is a local charity which operates in Stroud under the name of Citizens Advice Stroud District and in the Cotswolds as Citizens Advice Cotswold District.

Our charity was established in 1958 in Stroud and took over responsibility for the service in the Cotswolds in December 2013. As a local, independent charity, we are members of a national network which collectively is the Citizens Advice Service.

We help people to resolve their legal, financial and other problems by providing information and advice and by influencing policymakers. We also provide a range of specialist casework and targeted services including debt and energy issues.

The service is free, confidential, impartial and independent. It is open to everyone. Almost half of the population will use a Citizens Advice service at some time and we are the largest provider of debt and money advice.

The service is delivered by a team of 47 volunteers assisted by a small number of paid staff who have all undertaken extensive training for the role. Advice is provided via our freephone telephone line, email and face to face at our offices in Cirencester, Stroud and a number of outreach locations.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 260 local Citizens Advice members.

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

- over 260 local Citizens Advice outlets
- over 2,500 locations including community centres, GP surgeries and prisons

They do this with:

- 8,650 local staff
- over 16,000 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

Reporting to the Core Services Manager, the post-holder will oversee daily delivery of Citizens Advice Stroud & Cotswold advice services and information.

The post holder will ensure sessions are appropriately resourced and be responsible for support and supervision of the volunteers who provide information and detailed advice to clients.



Role profile

Working with the Learning & Development Officer to select, induct and train new volunteers, the post-holder will be responsible for supporting and supervising volunteers through learning programmes and ongoing development; signing them off as having reached competency and ensuring high quality services are always provided.

As one of the main points of contact for volunteers, providing advice to clients, the post-holder will guide and coach through the advice process and in the use of information resources, to ensure clients' problems are effectively diagnosed and resolved.

Working with the Core Services Manager the post-holder will undertake quality checks of advice case records after sessions following Citizens Advice quality standards and initiate action to resolve any problems identified. The post-holder will also contribute to the Quality of Advice Assessment process.

The post-holder will work with the management team to support and develop volunteers providing services through a multi-channel approach of face to face, telephone and email.

Service Delivery

- Manage the practicalities of advice sessions and other first-tier generalist Citizens Advice services and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual volunteers depending on their level of competence.
- Monitor the case records / telephone calls / electronic communications of designated volunteers 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 targets are met for any contract funded services or projects that are delivered through the generalist advice service.
- Ensure referral routes from generalist services to specialist services are streamlined and effective for clients.
- Maintain and develop working relationships with other organisations who host or share locations where Citizens Advice Stroud & Cotswold services are provided.
- Escalate any significant concerns with provision of services at outreach or shared locations.
- Keep technical knowledge up to date and provide technical support to advisers and /or caseworkers.

Supervision & management

- Create a positive working environment in which the policies of equity, diversity and inclusion are well- managed, dignity at work is upheld and volunteers can do their best.
- Ensure the effective performance management and development of volunteers through regular supervision sessions, the appraisal process and through supporting learning and development.
- Participate in the Quality of Advice Assessment process as delegated by the Core Services Manager.
- Ensure that volunteers have opportunities to develop and maintain motivation.

- Ensure activities to recognise volunteers are in place and delivered.
- Ensure volunteers have a positive experience with Citizens Advice Stroud & Cotswold and those who operate at outreach or co-located premises feel part of the wider organisation.

Learning, development and training

- Participate in recruitment and selection activities of volunteers as delegated by the Learning & Development Officer.
- Participate in the induction and training of new volunteers as delegated by the Learning & Development Officer.
- Identify learning and development needs of designated volunteers to meet quality standards and contribute to the organisation's learning and development plan.
- Facilitate inclusive group and / or one-to-one learning and development activities.
- Contribute to the assessment of competence of designated volunteers against Citizens Advice and the organisation's requirements.
- Liaise with the Learning & Development Officer to co-ordinate assessment activities and make final decisions on competence.

Research and campaigns

- Identify research and campaigns issues and encourage volunteers to submit evidence.
- Participate in research and campaigns events or meetings.

Networking and partnerships

- Develop links with other agencies relevant to the role.
- Use influencing skills to promote the charity and foster good relationships with external organisations.

Other Duties and Responsibilities

- 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 equity, diversity and inclusion strategy.
- Develop and maintain effective admin systems and records relevant to the role.
- Attend regular internal and external meetings relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues, taking particular account of this at outreach and shared locations.
- 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.
- Ensure all data protection requirements are adhered to in all work for which the post is responsible.

Person specification

Qualifications

Knowledge and experience

1. Two years recent and ongoing experience of advice work.
2. Experience of supporting volunteers and case checking to ensure a high quality, professional service.
3. A good working knowledge of key advice enquiry areas.
4. A good, up to date understanding of equity, diversity and inclusion and its application to the provision of advice, and the supervision and development of staff.
5. Demonstrable understanding of the issues affecting society and their

implications for clients and service provision.

6. Demonstrable commitment to the value of volunteering.

Skills

7. Ability to identify training needs of volunteers and to contribute to the planning and implementation of learning programmes.
8. Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training including the ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Proven ability to maintain case recording systems and procedures.
10. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
11. Ability to prioritise your own work and the work of others, meet deadlines and manage workload in a busy environment.
12. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
13. Proven ability to monitor and maintain service delivery against agreed targets.
14. Ability to monitor and analyse statistics and check accuracy of calculations.
15. Understanding of the issues involved in providing outreach services that use a range of models of service in different locations.

Personal Qualities

16. A commitment to continuous professional development.
17. A commitment to working within, the aims, principles and policies of the Citizens Advice Service.

A demonstrable commitment to the principles of equality and diversity

Please note we do not accept CVs.