



## Trainee Adviser / Supervisor

Citizens Advice Stroud & Cotswold Districts (CA-SCD) is looking for an enthusiastic individual to join our organisation and make a real difference in the community.

This is an opportunity for you to join an established charity that has an excellent reputation for the provision of high-quality advice and is a great place to work.

Our Adviser / Supervisor training programme will provide you with skills, knowledge and experience, as well as a career opportunity which could lead to professional progression within our service.

### **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](mailto:info@ca-scd.org.uk).



## The role

<b>Role</b>	Trainee Adviser / Supervisor
<b>FTE Salary</b>	Trainee salary £26,142 (Band 2 on CA-SCD salary scale)
<b>Hours</b>	37 hours per week (part time full day 09.00-17.00 hours will be considered minimum 22.5 hours per week)
<b>Pension</b>	Contribution of 7.75% based on 5.5% employee contribution (after three months)
<b>Location</b>	Cirencester and as required attend Stroud Office and outreach locations
<b>Contract</b>	Permanent Probation Period 6 months – with possible extension if performance review required
<b>Reporting to</b>	Core Services Manager
<b>Application deadline</b>	When suitable candidate found

The Training Programme is subject to variation depending on prior experience and progress:

Year One - after 8-12 weeks in-house training you will be a trainee generalist adviser, then, building on this learning and working towards accreditation in Generalist Adviser Certificate of Competence you will have the opportunity to experience different advice roles - generalist, debt, welfare benefits - and observe advice session supervision.

Year Two - dependent on progress, aptitude, and organisational need could be spent giving a blend of advice and supervision, working as a generalist adviser or specialist on one of our projects whilst training to be an Advice Session Supervisor.

Primarily based in our Cirencester office, you will be expected to attend outreach locations and our Stroud Office as required.

For those who may already be certified as a competent generalist adviser, the training programme can be adapted to reflect prior learning and competence (see Supervisor Role Profile below).

**The successful candidate will be resilient, friendly, approachable, non-judgmental, and empathetic with a passion to deliver a great advice service.**



## Role profile

### ADVISER (Year 1):

- Triage clients to find out what support they need and identify the best way to help them.
- Deliver advice and information through face-to-face appointments, telephone and email.
- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients
- Complete benefits checks and debt assessments when appropriate
- Motivate clients to take positive steps to resolve the problems they face
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary using appropriate communication skills and channels.
- Complete benefits forms and charitable grant applications to a high standard on behalf of the client
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work meets quality standards
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Complete required training to comply with quality assurance processes

### Research and campaigns

- Support our research and campaigns work through various channels including case studies, data collection and client consent

#### Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Attend relevant internal and external meetings as agreed with the line manager

#### Administration

- Ensure that all work conforms to CA-SCD systems and procedures

#### Other duties and responsibilities

- Carry out administrative tasks and any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Demonstrate commitment to the aims and policies of Citizens Advice
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

### **SUPERVISOR (Year 2):**

- 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 CA-SCD 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 CA-SCD 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.
- Participate in the induction and training of new volunteers.
- 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 Training 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.
- Act as key holder and open or close the building when necessary.
- Attend regular internal and external meetings relevant to the role and to services at outreach locations.
- 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.



## **Trainee Adviser/Supervisor Person Specification**

1. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients.
2. Ability to progress a client's situation and demonstrate problem solving skills.
3. A 'can do' attitude with the ability to adapt to changing situations
4. Demonstrate a positive mindset and motivational skills
5. Ability to work to set targets and manage your time accordingly
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
7. An awareness of the social issues which cause disadvantage and inequality

8. Ability to monitor and maintain own standards for advice provision and quality assurance
9. Competent use of IT and digital skills, with the ability to work independently using a range of applications
10. Ability and willingness to work as part of a team
11. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
12. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.

### **Desirable**

13. Recent experience of giving advice to the public on Welfare Benefits, Debt, Housing and Employment.
14. Proven ability to work well in a busy, pressured environment, work as part of a team but also able to work without direct support and supervision at times.
15. Experience of explaining complex information to clients and checking accuracy of calculations.
16. Able to drive and access to a car.

### **To Apply:**

Please complete our application form, which can be found on our website [www.citizensadvice-stroudandcotswold.org.uk](http://www.citizensadvice-stroudandcotswold.org.uk). Completed application forms should then be emailed to [info@ca-scd.org.uk](mailto:info@ca-scd.org.uk).

**Please note that applications will be dealt with upon receipt.**

We do not accept CVs.

**In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.**