

**Job Title: Advice Session Worker**

**Reports to: Locality Manager**

**Responsible for: Locality Volunteers and Advice Session**

**Location: Sandwell & Walsall**

**Salary: £26,259**

### **Job Purpose**

This role is to lead and manage the advice session, taking responsibility for the delivery of high quality services and providing clear leadership. You will be responsible for managing the volunteer team and ensuring that they are motivated and efficiently carrying out their roles. To create and maintain an environment that provides a seamless service with clients at the centre.

### **Main Duties and Responsibilities**

#### **Supervision**

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual volunteers and staff (where appropriate) depending on their level of competence.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
- Monitor completed case records / telephone calls and webchat by designated staff/volunteers to meet the Quality Assurance standards and service level agreement.
  - Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.
  - You will lead on the quality of advice within your locality and ensure that the advice given meets QAA standards, you also attend regular QAA meetings to address the quality of advice across the organisation
- Be able to deputise in the absence of the Locality Manager and/or when needed.

## **Volunteer Management**

- Identify learning and development needs of designated volunteers, contribute to the organisation's learning and development plan by organising inclusive activities, one-to-one sessions and booking and delivering appropriate training.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication and promote effective referrals both internally and externally. Attend regular internal and external meetings.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff/volunteers perform optimally.
- Take the lead in the recruitment & selection process as well as induction of new volunteers and support with recruitments and induction of staff where appropriate

## **Learning, Development & Training**

- Identify learning and development needs of designated volunteers and contribute to the organisation's plan.
- Facilitate inclusive groups and / or one to one learning and development activities. ● Take responsibility to support the volunteers in your locality and progress them through the adviser learning programme
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated volunteers.
- Contribute and co-ordinate the assessment activities and competence of designated volunteers.

## **Networking**

- Develop links with relevant statutory and non-statutory agencies relevant to the role. ● Use skills and competences to promote the organisation and foster good relationships with external organisations.

## **4 Health and Safety**

Take reasonable care for the Health and Safety of yourself or others persons who may be affected by your acts or omissions.

Ensure support workers are meeting health and safety requirements in line with company policy and statutory legislation.

Cooperate with the Organisation to comply with any safety rule and/or duty or requirement imposed under legislation or relevant Codes of Practice.

Maintain safe and clean conditions in your working area.

Work in accordance with information and training provided.

## 5 Equal Opportunities

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It is the responsibility of each employee to abide by the Company's Equal Opportunities Policy.

### Person Specification – Advice Session Worker

ATTRIBUTES	ESSENTIAL CRITERIA DESIRABLE CRITERIA	HOW MEASURED
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"><li>● Support and Supervision qualification/skills</li><li>● Substantial advice experience from obtaining ALP certificate and/or equivalent</li></ul> <ul style="list-style-type: none"><li>● Relevant experience in supervision</li><li>● Willingness to undertake training as appropriate</li></ul>	A/I A/I

<b>Experience</b>	<ul style="list-style-type: none"> <li>● Ability to communicate effectively verbally and in writing, conduct research and analyse &amp; interpret complex information to produce and present reports clearly.</li> <li>● Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of volunteers and/or paid staff (where applicable).</li> <li>● Ability to create a positive working environment by being solution focused</li> <li>● Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting society and the implications of this on the client and the service.</li> <li>● Proven ability to manage / supervise others including ability to recruit, develop and motivate staff and volunteers as well as ability to give and receive feedback objectively and sensitively.</li> <li>● Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check the accuracy of calculations.</li> <li>● Proven ability to supervise and monitor advice work across multiple channels and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.</li> <li>● Be prepared and able to work at different locations across Sandwell &amp; Walsall and</li> </ul>	<ul style="list-style-type: none"> <li>● Career background in community and voluntary sector services</li> </ul> <p>A/I</p> <p>A/I</p> <p>A/I/P</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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	<p>be willing to work flexibly to meet the needs of the business and our clients.</p> <ul style="list-style-type: none"> <li>● <b>Any other duties commensurate with the grading of the post</b></li> </ul>	
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<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>● Effective communication skills at all levels both written and verbal</li> <li>● Ability to build develop relationships at all levels</li> <li>● Ability to multitask</li> <li>● Ability to make decisions and problem solve</li> <li>● Good planning and organisational skills</li> <li>● Ability to manage own time, prioritise and meet tight deadlines</li> <li>● Skilled in report writing</li> <li>● IT competent using a range of Microsoft packages</li> </ul>	<ul style="list-style-type: none"> <li>● Ability to deliver training/facilitation skills</li> </ul> <p>A/I A/I A/I A/I A/I A/I</p>
<b>Personal Attributes</b>               <b>Special Conditions</b>	<ul style="list-style-type: none"> <li>● Positive attitude - displaying energy and enthusiasm</li> <li>● Commitment to high quality customer/client experience</li> <li>● Able to work on own initiative</li> <li>● Sets high standards for own work and work of others</li> <li>● Committed to diversity and equality</li> <li>● Commitment to personal development</li> <li>● Able to work flexibly</li> <li>● Able to deputise in the absence of the Locality Manager</li> <li>● Occasional evening and weekend work required</li> <li>● Willingness and ability to travel across Sandwell &amp; Walsall</li> <li>● Eligibility to work in the UK</li> </ul>	<ul style="list-style-type: none"> <li>● Interview</li> <li>● Reference</li> </ul> <p>A A A</p> <ul style="list-style-type: none"> <li>● Documents from List 1 or List 2</li> </ul>

Key A = Application Form

I = Interview

P = Presentation

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