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| <b>Job Description:</b> | Advice Session Supervisor and Adviser                        |
| <b>Hours:</b>           | 22.5 - 37 hours a week                                       |
| <b>Salary:</b>          | £ 24,065 - £26,865 pro rata depending on experience          |
| <b>Responsible to:</b>  | Client Services Manager                                      |
| <b>Based at:</b>        | South Somerset Citizens Advice Offices (Yeovil) and outposts |
| <b>Contract:</b>        | Permanent  |

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### **Primary Purpose**

The postholder will be responsible for supervising our phone and face to face advice sessions and providing expert advice (welfare benefits, housing, employment etc) to guide the advisers during and following their client sessions. Additional duties will include the delivery of advice and casework for an allocated number of clients that require follow-on advice.

The supervisor will also provide practical assistance to advisers as they set up on our systems and will work as part of a team monitoring the quality of the advice delivered in the organisation and completing regular QAA audits in line with the requirements of the Citizens Advice Membership Agreement.

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### **Advice Session Supervision**

1. Co-ordinate and manage advice sessions across a variety of advice channels (phone, email and face to face) and venues
2. Organise and support our team of paid and volunteer advisers and ensure that rota slots are covered and advisers are well informed and resourced
3. Provide expert support (advice topics) and supervision to individual advisers depending on their level of competence
4. Support the running of the advice service by providing technical assistance in the use of our advice platforms, telephone system and client data base
5. Manage and allocate tasks from work queues and incoming communications regarding clients
6. Ensure all relevant policies and procedures are followed
7. Encourage good teamwork and lines of communication between all members of staff/volunteers
8. Ensure that all client work is recorded accurately, and key dates and tasks are logged and actioned
9. Assist in the training and induction of new advisers and provide on-going supervision and appraisal to an allocated number of advisers.

### **Advice and Casework**

1. Provide advice and casework on the full range of advice issues to clients that require follow-on support and maintain and manage a client case-load
2. To act for the client to ensure income maximization through the take up of appropriate benefits and grants and support clients with benefits appeals and tribunal submissions
3. To negotiate on clients' behalf by drafting or writing letters, telephoning, preparing and presenting cases to the appropriate statutory bodies or tribunal as required
4. To assist clients by the preparation and submission of grant applications to ease financial concerns unmet by statutory responsibility
5. Maintain accurate and timely case records using the Citizens Advice client record system
6. Provide guidance and technical supervision on welfare advice to other team members (staff and volunteers) as required
7. Maintain close liaison with relevant external agencies
8. Work with each client to provide an agreed programme of confidence building support.

### **Quality**

1. To assist with the quality of advice audit checks, assess the cases allocated for audit or checks and complete and submit audit reports to the relevant Citizens Advice teams.
2. To identify corrective action and report this to the Client Services Manager.
3. Provide input into the organisation's training programme including through identifying learning and development needs of staff and volunteers.

### **Other Duties**

1. Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
2. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
3. Demonstrate a commitment at all times to the aims, principles and policies of the Citizens Advice Service and the implementation of our equality policies.
4. Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
5. Liaise with other agencies as appropriate.
6. Support other Citizens Advice work as requested

### **Research & Campaigns and Monitoring**

1. Identify and take-up research and campaigns issues, of both local and national importance
2. Provide reports periodically to the Client Services Manager and trustee board

### **Professional Development**

1. Keep up to date with legislation, case law and procedures relating to money advice issues and undertake appropriate training.

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

| Person Specification |   | Selection Matrix                          |
|----------------------|---|---|
| 1                    | Experienced adviser (Citizens Advice or similar) with recent experience of advice and triage work across multiple channels.   | Essential<br>Application form & Interview |
| 2                    | Understanding of the issues involved in interviewing and advising clients, including over the telephone and in person. Experience of and an ability to deal with frustrated/angry/distraught clients in a calm and effective manner, and the ability to deal effectively with escalated issues, requests to speak to the supervisor and first stage complaints. | Essential<br>Application form & Interview |
| 3                    | An understanding of the advice quality standard with an ability to monitor and check that the work undertaken by individuals meets the required standards.  | Essential<br>Application form             |
| 4                    | Excellent people skills and the ability to work respectfully and appropriately with a team of paid and volunteer advisers.  | Essential<br>Application form & Interview |
| 5                    | Experienced and confident communicator including the ability to give feedback to members of the advice team objectively and sensitively (verbally and in writing) combined with a willingness to challenge constructively where appropriate.  | Essential<br>Application form & Interview |
| 6                    | Ability to prioritise own work and the work of others, meet deadlines and manage a busy advice session ensuring clients' needs are prioritised and met whilst also supporting staff and volunteers to work effectively in a pressured environment   | Essential<br>Application form & Interview |
| 7                    | Willingness and ability to travel to meet the needs of the job.   | Essential<br>Application form             |
| 8                    | Excellent IT, phone, video chat and keyboard skills   | Essential<br>Interview                    |
| 9                    | An ability to work effectively and supportively as a member of a team, to maintain self-awareness in relation to your own emotional wellbeing and to use support where appropriate and to ensure that the team are similarly able to use support to maintain health and wellbeing in their role   | Essential<br>Application form & Interview |
| 10                   | A commitment to continuing professional development, primarily aimed at keeping abreast of developments that are relevant to the role.  | Essential<br>Application form             |
| 11                   | An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice Service and uphold our commitment to equality, diversity and inclusion.  | Essential<br>Application form & Interview |
| 12                   | Experience of supporting, guiding, tutoring and/or training individuals or groups of people to develop their skills.  | Desirable<br>Application form             |

