

Advice Session Supervisor

Thanks for your interest in working at Citizens Advice South West Surrey. 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 Citizens Advice and Citizens Advice South West Surrey
- The role profile and personal specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Anna Rogerson by emailing anna.rogerson@casws.org.uk or calling 01483 230855

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 6 national offices and offer direct support to people in around 300 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.

Citizens Advice South West Surrey

Citizens Advice South West Surrey covers the areas of Waverley and Guildford Boroughs. Both borough areas are often considered to be affluent with high levels of employment and rates of home ownership. However there are significant pockets of deprivation. We're an independent local charity and limited company supporting some of the most vulnerable in our community.

We have 6 offices, in Ash, Cranleigh, Farnham, Godalming, Guildford and Haslemere, as well as delivering services at outreach in communities. We provide free, confidential, impartial and independent information, advice, casework and support for the benefit of the local community, as well as using our unique evidence based approach to exercise a responsible influence on policy and practice to address the underlying cause of problems for our clients.

Governed by a board of 8 trustees, we have a highly skilled workforce to support the organisation. This includes 38 staff and 168 volunteers.

We provide a generalist advice service through which the public can access advice from Monday to Friday through email, in person and over the telephone. Our core funding is primarily provided by Guildford Borough Council, Waverley Borough Councils and the Town and Parish Councils across Waverley, with additional support from donations.

In addition to our generalist advice service, we run 6 targeted and specialist services.

- **Cancer service** is funded by Macmillan Support and provides welfare benefit advice to people in Guildford, Waverley and Surrey Heath who are affected by cancer and is a largely telephone-based service. We also have an outreach service funded by and operating from the Fountain Centre for those being treated at Royal Surrey Hospital.
- **Mental Health service** provides a casework service (predominantly welfare benefits, debt and housing) to people with mental health issues. The service is currently available for people under secondary mental health care and is funded by the Surrey Heartlands Integrated Care Board, and Guildford and Waverley Alliance.
- **No-one Left Behind** is focused on community money advice, advice in communities and reducing poverty, funded by Surrey County Council, as part of their priority that no-one is left behind. It is run in collaboration with local Citizens Advice across Surrey.
- **Specialist Debt advice** - this includes advice to some of the most financially excluded groups in society funded by the Money and Pensions Service (MaPS).

- **Homelessness Prevention** is funded by Guildford Borough Council and is designed to support people who are at risk of homelessness by supporting them with debt, benefits and housing issues.
- **Community Engagement** is funded by Waverley Borough Council and Community Foundation for Surrey to provide those residents with the highest level of deprivation in Waverley the opportunity to improve their own life chances by bringing together partners to develop tools, community action and advice.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members.

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

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 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

37 hours a week (job share considered)

£25,650 - £28,500

Permanent

Office based in one of our Guildford or Ash offices, with some travel to our offices in Waverley

There's never been a more important time to work for Citizens Advice. As food costs rise at an alarming rate and energy bills are sky high, families are struggling to make ends meet and we're experiencing record-breaking demand for our services. Join us on the frontline of the cost-of-living crisis and play a vital role in helping people find a way forward.

We are seeking someone who is passionate about giving an effective service to those most in need and who is not afraid to drive change and improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive 'can do' attitude.

You will also be passionate about helping others to reach their full potential, contributing to their development, and seeing them thrive.

You'll have excellent communication skills and the ability to supervise, motivate and manage people. You will complement this with strong IT skills.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under-represented in our workforce.

The deadline for this role is Monday 13th November 2023 at 12pm.



Role profile

Supervising

- Manage the practicalities of the advice session and ensure adequate staffing and resource.
- Keep advice knowledge up to date and provide appropriate level of support and supervision to individual volunteers 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.
- Undertake quality assurance including case checking and quality of advice audit, and giving constructive feedback to volunteers with a view to maintaining their motivation, allowing them to develop their skills and achieve our quality objectives.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team-work and clear lines of communication.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and volunteers are motivated to do their best.
- Regularly reflect on the running of the sessions and advise Advice Services Manager of issues impacting the running of the service.
- Assisting volunteers with technical issues and taking action to resolve them, or supporting volunteers to do so.
- Overseeing and supporting volunteers with in-person appointments in the office.
- Being aware of and alerting the safeguarding or deputy safeguarding lead of any safeguarding issues.
- Supporting volunteers and designated staff to follow policies and procedures.
- Take lead responsibility for key areas of the service as agreed with the Advice Services Manager.

Research and Campaigns

- Keep up to date with research and campaigns issues.
- Promote research and campaigns activity to the volunteer team.

Learning and development

- Identify learning and development needs of the volunteer team.
- Contribute to the organisation's learning and development plan.

- Organise internal and external learning and development activities to ensure competence and continuing development of the volunteer team.
- Carry out supervision of the volunteer team through regular feedback, ones to one and annual appraisals.
- Participate in the recruitment & selection process of new volunteers.
- Support new volunteers through induction and training to achieve competence.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training.
- Attend relevant internal and external meetings as agreed with the Advice Services Manager.
- Develop and maintain positive working relationships with external partners within the scope of the ASS role
- Prepare for, and attend and contribute to supervision sessions/team meetings/staff meetings/board meetings as appropriate.
- Complete the required training to comply with quality assurance processes.
- Share information and best practice with colleagues to improve the quality of advice.
- Participate in organisational initiatives to develop and improve services.
- Identify own training needs and agree with the line manager training and development activities to be undertaken.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice 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.



Person specification

Essential

1. A 'can do' attitude and collaborative approach to working with staff and volunteers.
2. Ability to manage and supervise others including ability to develop and motivate volunteers as well as ability to give and receive feedback objectively and sensitively.
3. Ability to communicate effectively verbally and in writing.

4. Ability to conduct research and analyse and interpret complex information to produce and present reports clearly.
5. An understanding of the issues involved in interviewing clients.
6. An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of volunteers.
7. Ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics.
8. Ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice.
9. Ability to work on your own initiative and monitor and maintain your own standards of work.
10. Ability to maintain confidentiality and an understanding of its importance to the role.
11. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
12. A commitment to work within the aims, principles and policies of the Citizens Advice service.

Desirable

13. Experience of supervising advice work.
14. Experience working within Citizens Advice.



What we give our staff

1. SALARY: As advertised

2. ANNUAL/TOTAL LEAVE

Employees are entitled to 6.2 weeks paid annual leave in each annual leave year (which includes all statutory holidays). In the case of full-time employees working a five-day week, this equates to 31 days paid annual leave (including the eight statutory holidays).

Employees working less than full-time hours will have a holiday entitlement which is calculated pro rata according to the number of days/hours per week, as compared to a full-time employee.

3. PENSION SCHEME

Citizens Advice South West Surrey provides an employee pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

5. EQUALITY AND DIVERSITY

Citizens Advice South West Surrey recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with diverse backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

6. DIGNITY AT WORK

Citizens Advice South West Surrey is committed to providing a culture in which all staff value each other and can work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

7. PROBATIONARY POLICY

New appointments are subject to a six-month probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice South West Surrey's discretion, an extension of the probationary period by a further three months.

8. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid misunderstanding or conflicts of interest, guidelines have been established on staff taking part in party political activities. If you currently hold or are intending to stand for local or national political office, then we will expect you to tell us about this if shortlisted for interview.

9. LOCATION

As advertised

10.EMPLOYMENT STATUS

Permanent

11.FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

12. HOURS OF WORK

As advertised.