



## Role profile

<b>Role</b>	<b>Advice Supervisor</b>	
<b>Job family</b>	Service Delivery	
<b>Reporting to</b>	Advice Manager	
<b>Salary / Grade</b>	£27,661.63 - £30,735.10 FTE	
<b>Location</b>	Guildford and Waverley - with travel to other offices expected as needed	<b>Level of travel:</b> TBA
<b>Team overview</b>	The CASWS Service Delivery team is at the heart of our client facing services. It is structured to reflect the different levels of advice and delivery across the organisation, ranging from information to full casework.	
<b>Role purpose</b>	To supervise advice service delivery to agreed standards and provide effective support to volunteers	
<b>Functional responsibilities / competencies</b>	<b>Key elements/Tasks</b>	<b>% of Time</b>
<b>Supervise Advice Sessions</b> – work with the wider team to ensure effective cover for advice session delivery	<ul style="list-style-type: none"><li>• Manage the allocation of resources across the sessions in line with our service delivery model, using discretion to change where capacity allows, including<ul style="list-style-type: none"><li>• Managing the Surrey Adviceline rota to meet SAL targets</li><li>• Managing referrals from other SAL CAs as required</li></ul></li><li>• Provide team briefing prior to the commencement of the session.</li><li>• Monitor and manage the flow of clients.</li><li>• Allocate clients and their advice needs on a fair and equitable basis to advisors.</li><li>• Deal appropriately with any issues that arise during the session. These could include:<ul style="list-style-type: none"><li>• Disturbances in the waiting room</li><li>• Staffing levels</li><li>• Challenging client and circumstances</li><li>• Issues with technology</li></ul></li><li>• Support staff and volunteers throughout the session. This could include but not limited to:</li></ul>	<b>60%</b>

	<ul style="list-style-type: none"> <li>• Provide consultancy.</li> <li>• Offer advice on possible tactics.</li> <li>• If any emergency action is required ensure this is carried out.</li> <li>• Provide practical support to follow key processes, such as referrals and crisis support.</li> <li>• Ensure volunteers are using the right resources and systems to meet client needs.</li> <li>• Support the overall approach and guidance for levels of advice, topics, triage and referrals</li> <li>• Support Research and Campaigns activities across all service delivery work.</li> <li>• Support the health, safety, and wellbeing of the team, including identification and support for safeguarding issues where needed.</li> <li>• Contribute to 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.</li> <li>• Contribute to service improvement and development</li> </ul>	
<b>Support and motivate volunteers</b> - manage and support volunteers to ensure a good volunteer experience	<ul style="list-style-type: none"> <li>• Build positive relationships with volunteers, contributing to a welcoming environment for volunteers and showing appreciation for their contribution to the service.</li> <li>• Keep volunteers up to date with what's going on in the organisation/service and provide opportunities for feedback.</li> <li>• Communicate effectively to others the vision and culture of the organisation and encourage colleagues and team members to act in ways consistent with organisational values and principles</li> <li>• Uses your knowledge and skills to support volunteers' confidence and development in their role.</li> <li>• Deliver ongoing training and mentoring according to individual need.</li> <li>• Support volunteers with the use of systems and processes relevant to their role (i.e. use of Skillbook, casebook, claiming expenses).</li> <li>• Carry out admin tasks that support the management of volunteering (i.e. maintaining</li> </ul>	<b>20%</b>

	<p>volunteer records up to date, checking expenses).</p> <ul style="list-style-type: none"> <li>• Provide quarterly one to one reviews with named volunteers, including: <ul style="list-style-type: none"> <li>• Quality feedback</li> <li>• Training and development planning</li> <li>• Performance or conduct issues</li> <li>• Welfare and wellbeing checks</li> </ul> </li> <li>• Liaise with relevant people (e.g. other supervisors/managers) on volunteer progress and flag up any areas of concern.</li> <li>• Be proactive in identifying where volunteers may need support and help them overcome any barriers by providing support where relevant or contacting relevant people who can help.</li> <li>• Manage volunteer performance and conduct issues as required</li> <li>• Recognise and reward volunteers in a way that is tailored to volunteers' preferences.</li> <li>• Keep up to date, understand and apply good practice in supporting volunteer retention.</li> <li>• Support volunteers when they choose to move on, learning from the shared experience by providing opportunities for volunteer feedback.</li> </ul>	
<p><b>Meet Quality Requirements -</b> provide checking, supervision and feedback to support a quality service.</p>	<ul style="list-style-type: none"> <li>• Support organisation wide Quality of Advice compliance activity.</li> <li>• Carry out case checking to ensure all work complies with quality requirements, providing appropriate feedback and corrective action as needed.</li> <li>• Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support.</li> <li>• Maintain subject matter expertise and insight.</li> </ul>	<p><b>15%</b></p>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Deputise for the Advice Team Manager from time to time.</li> <li>• Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training.</li> <li>• Attend relevant internal and external meetings as agreed.</li> </ul>	<p><b>5%</b></p>

	<ul style="list-style-type: none"> <li>• Prepare for, attend, and contribute to supervision sessions/team meetings/staff meetings as appropriate.</li> <li>• Identify own training needs and agree with the line manager training and development activities to be undertaken.</li> <li>• Undertake other duties as may be reasonably required within the scope of the role.</li> </ul>	
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