JOB TITLE: Caseworker supervisor (TELEPHONE ADVICE)

SALARY: £29 - £31,000 per annum pro-rata

HOURS: 7 - 21 hours per week.
We need a total of three days a week additional supervisory support and will consider applicants who want to work one, two or three days a week. We welcome applications from candidates interested in combining this post with our Caseworker Supervisor (EU Nationals project) role. Normal working hours 9.30 – 17.30 excluding lunch break.

RESPONSIBLE TO: Service Manager (Telephone Service and Quality Assurance)

RESPONSIBLE FOR: Volunteer Advisers and Assessors

LOCATION: The post holder will be based at Citizens Advice Wandsworth (CAW) offices in Battersea Library, SW11 1JB but may be required to work anywhere in Wandsworth.

CONTRACT LENGTH: Fixed term until March 2018 with a strong likelihood of extension.

PURPOSE OF POST
The post-holder will ensure the delivery of high quality advice and information services within the aims, policies, procedures and principles of the Citizens Advice service. Primarily the post-holder will be required to supervise our telephone advice service, however s/he will also be expected to supervise sessions in our drop-in centres and contribute to case-checking and quality assurance across the organisation.

BACKGROUND
CAW is a member of Adviceline (the national Citizens Advice telephone advice service) and is part of a West and South West London (W&SWL) delivery group with Citizens Advice Westminster, Hammersmith & Fulham, Kensington & Chelsea, Hounslow and Merton & Lambeth. The partnership has been delivering an Adviceline service on Monday-Friday 10am – 4pm since October 2016.

The service is delivering well; we comfortably exceed our partnership contribution - supporting in excess of 1500 callers a quarter, and have a team of dedicated volunteers. Our Adviceline service is our main volunteer ‘training ground’, it is where...
new recruits learn our systems and processes before moving (when they want to) into our face to face services.

CAW’s Adviseline service to-date has been overseen by a Service Manager who both managed and supervised the service. This post-holder has recently left CAW and we have decided to separate these tasks. We have appointed an interim Service Manager internally and we now wish to recruit to a supervisory role that primarily oversees Adviseline delivery - but also contributes to service delivery and quality assurance across the organisation.

We are funded by Wandsworth Borough Council to deliver our core advice services to local residents until March 2018. A recommissioning process is underway. We are confident that we will retain funding for our core work – but cannot provide absolute certainty at this point. For this reason we are initially offering this post on a fixed term basis until March 31<sup>st</sup> 2018.

**PRINCIPAL TASKS AND RESPONSIBILITIES**

1. **Planning and Development**
   - Liaise in a timely manner with the Volunteer & Training Manager and Service Manager (Telephone Service and Quality Assurance) regarding volunteer capacity and training issues.
   - Feedback development ideas and suggestions for change as well as performance issues, to the relevant service manager.

2. **Service Delivery and Quality**
   - With the Service Manager (Telephone Service and Quality Assurance) ensure telephone advice sessions are adequately staffed in order to meet the needs of clients as well as our contractual targets.
   - Supervise the work of gateway and advice staff and volunteers to ensure that standards meet Citizens Advice requirements.
   - 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.
   - Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
   - Ensure that Casebook (our client database) is used efficiently and effectively for case recording, statistics, follow up work and quality of advice (QAA) monitoring.
   - Provide technical casework advice and support and act as consultant to the advisers.
   - Participate in QAA meetings and processes; including peer review and IFR meetings and independent QAA reviews. Feedback positive and negative
findings to both paid and unpaid staff and ensure any corrective action is undertaken and identified training needs progressed.

3. **Advice and casework (as required)**
   - Undertake advice and casework by all channels as service needs require in line with Citizens Advice casework standards

4. **Volunteer Management**
   - Share the effective line and performance management and development of volunteers through regular supervision sessions, the appraisal process and learning and development.
   - Identify learning and development needs of volunteers and liaise with the Volunteer & Training manager (VTM) to ensure effective training and progress of staff and volunteers working in client service areas.
   - Take responsibility for the induction and support of new staff and volunteers in liaison and coordination with the VTM.
   - Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best.
   - Assist the Director of Service and Development in implementing employment and volunteering policies and procedures.
   - Encourage good teamwork and lines of communication between all members of staff and volunteers.

5. **Learning & Development**
   - Keep abreast of changes in legislation and social policy
   - Identify and implement own training and development needs
   - Identify the training needs of staff and volunteers through support and supervision and contribute towards CAW's learning and development plan.
   - Organise training activities in conjunction, as appropriate, with the Director of Service and/or the Volunteer and Training Manager.

6. **Public Relations & Liaison**
   - Promote the work of the CAW service locally.
   - Represent the work of the CAW to other organisations, funders and commissioners

7. **Social Policy, Research and Campaigns**
   - Contribute to policy and campaign work by providing evidence and information about clients, issues arising under projects and writing reports on findings

8. **Administration**
   - Ensure the effective and efficient operation of CAW administrative systems.
Monitor and implement an effective health and safety policy with regard to staff, volunteers, equipment and premises within statutory requirements.

Ensure accurate performance monitoring statistics and reports are available to meet contract and funder deadlines.

Maintain complaints procedures in accordance with Citizens Advice (CA) guidelines and CAW complaints procedure.

10. **Other Duties and Responsibilities**

- Promote the aims, policies, principles and membership requirements of the CA service
- Promote the aims, policies, and membership requirements of the CA service.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by CAW health and safety policy and share responsibility for own safety and that of colleagues.

**PERSON SPECIFICATION**

1. The ability to commit to and work within, the aims, principles and policies of the Citizens Advice service and the vision for Citizens Advice Wandsworth.

2. A qualified adviser with previous experience of delivering advice in at least one or more of the following areas: debt, welfare benefits, housing and/or employment and able to provide general advice in all main enquiry areas*.

3. Understanding of what a high quality advice service which makes a difference to outcomes for clients looks and feels like.

4. Good verbal and written communication skills and the ability to explain complex information clearly.

5. Proven ability to supervise advice work (ideally telephone advice) and to maintain advice and casework systems and procedures.

6. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

7. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff

8. Ability to prioritize effectively, to multi-task and to cope well under pressure
9. Strong team-working skills

10. Commitment to reflective performance and continuing professional development.

**Desirable**

11. Ability to deliver effective training and information sessions.

* Welfare benefits
  Money advice
  Discrimination
  Employment
  Consumer
  Immigration
  Family
  Housing
  Taxes
  Health
  Education