

# Peripatetic Advice and Training Supervisor Job Description and Person Specification

**Hours:** 22.5 hours per week

**Salary:** £19,000 p.a. (pro-rata)

**Context of role:**

**Responsible to the Area Co-ordinator**

**Role purpose:**

To provide Advice work supervision and Training Support for volunteers.

**Location:**

Based in Camborne but will travel to various locations throughout the working week.

**Key work areas and tasks:**

## Service Delivery

- Ensure the effective supervision of advice sessions across allocated CAB Cornwall outlets.
- Supervise the work of designated volunteers and/or staff to ensure that standards meet Citizens Advice requirements.
- Ensure the provision of technical support and consultancy to advisers.
- Ensure delivery of agreed levels of service and adequate volunteer/staff cover.
- Take responsibility for the monitoring of quality of advice given to clients during advice sessions.
- Monitor quality of work from case records. (case checking)
- Complete an agreed number of QAA (Quality advice audit) checks on case records across Cornwall
- Arrange and carry out annual appraisals of allocated volunteers to agreed timetable.
- Undertake advice work as and when required.
- Ensure all relevant policies and procedures are followed during advice sessions
- Ensure complaints procedures are followed in accordance with Citizens Advice guidelines
- Attend and arrange regular meetings as appropriate.
- Encourage good teamwork and lines of communication between all volunteers and members of staff across a variety of outlets.
- Arrange for the locking and unlocking of premises and for the preparation of offices for sessions as necessary.

## Research and Campaigns

- Assist the Bureau's Research and Campaigns work by ensuring advisers identify social policy issues and complete BEFs.(bureau evidence forms)
- Promote the importance of research and campaign work.
- Check BEFs if necessary

## **Administration**

- Maintain and monitor effective and efficient administrative systems.
- Monitor health and safety policy with regard to staff, equipment and premises within statutory requirements.
- Distribute petty cash as required and monitor expenditure.
- Ensure the provision and maintenance of adequate stocks of refreshment and hygiene supplies as necessary.

## **Training and development**

- Provide a positive, supportive and welcoming environment for new and existing volunteers.
- Identify and implement own training and development needs.
- Identify the training needs of volunteers and/or staff through support and supervision and contribute towards the bureau's training and development plan.
- Assist trainees, volunteers and other staff with the activities, content and practical issues in the Citizens Advice learning programme.
- Identify individual training and development needs of advisers and gateway assessors.
- Agree appropriate methods to meet identified training needs in consultation with the Training officer.
- Assist trainees through self-study learning activities and review progress on a regular basis using Learning journals.
- Assess the competence of new advisers against Citizens Advice and local office requirements.
- Maintain individuals' training records.
- Encourage and support Volunteers to undertake supervision and learning support roles
- Provide written and/or oral reports on Trainee/Adviser progress for the training officer

## **Planning and development**

- Advise the line manager on staffing and service delivery issues.
- Participate in Citizens Advice initiatives as appropriate.
- Implement agreed common policies and practices.
- Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training within guidelines issued by Citizens Advice.

## **Other duties and responsibilities**

- Carry out any other tasks which may be within the scope of the post to ensure the effective provision, delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Uphold the aims and principles of the CAB service and its equal opportunities policies

## **Person specification**

1. One year's experience or full time equivalent of advice work in at least 2 of the following areas Benefit, Debt, Housing, Employment, Family, Consumer and Law Rights.
2. Ability to analyse and interpret complex information.
3. Ability to develop individuals & teams by providing support, guidance, coaching and training.
4. Ability to manage/supervise others including motivating both paid staff and volunteers.
5. Ability to prioritise own work and that of others, meet deadlines and manage workload in a pressured environment across a number of locations.
6. Ability to use IT in the provision of advice
7. Experience of giving and receiving feedback objectively and sensitively and a willingness to challenge constructively.
8. An understanding of quality of advice and the issues surrounding client care, information assurance and data protection
9. Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
10. Ability and willingness to travel to various locations in the County