Clydesdale Citizens Advice Bureau

Post: Advice Support Worker

Context of Role:

Reporting to the Manager

**Background:**

Our Bureau provides confidential, free, independent and impartial advice to those who live and work in the Clydesdale area. We offer generalist advice on issues in areas such as Benefits, Consumer Matters, Council Tax, Employment, Utilities, Family and Personal Matters, Housing and Debt. Our specialist services offer counselling and representation with regard to debt, benefits, issues with the NHS and services for Money Advice, on pensions and for members (and ex-members) of the Armed Services and their families.

Advisers not only offer advice but also negotiate and act on behalf of clients. All advisers are trained to Citizens Advice Scotland standards.

The Bureau provides a service to the people of Clydesdale through its office in Lanark and through outreach provision in a number of outlying areas.

Advice is based on an electronic information system provided by Citizens Advice Scotland of which the Bureau is a member.

The Bureau has a Manager, five paid posts and a team of volunteers. All staff of the Bureau and its Board of Directors place great value on the teamwork, which is a noteworthy characteristic of it. Core funding is provided by South Lanarkshire Council.

**Role Purpose:**

To oversee Generalist Advice Services at Clydesdale Citizens Advice Bureau

**Main Responsibilities**

**Advice and Information**

The Advice Support Worker will oversee the Generalist Advice Service at Clydesdale CAB.

**Learning, development and training**

Identify learning and development needs of designated staff/volunteers and contribute to the bureau's learning and development plan.

Develop inclusive learning and development activities to meet quality standards and the bureau's learning and development plan.

Facilitate inclusive group and / or one-to-one learning and development activities.

Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.

Contribute to the assessment of competence of designated staff.

Co-ordinate assessment activities and make final decisions on competence.

**Supervising advice sessions and / or casework**

Manage the practicalities of the advice session and ensure adequate staffing and resources.

Provide an appropriate level of support and supervision to individual workers depending on their level of competence.

Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements. This will involve regular enquiry checking.

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.

**Staff management**

Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.

Participate in the induction of new staff as delegated.

Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.

**Generic**

Undertake advice work as required in Welfare Benefits, Debt and Money Advice, Housing Advice, Employment Advice, Family Matters, Adult Social Care Advice, NHS Health Complaints and Consumer/Utilities matters.

Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.

Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.

Develop and maintain effective admin systems and records relevant to the role.

Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.

Attend regular bureau and external meetings relevant to the role (staff, team, management, trustee board, consortium etc.).

Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.

Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.

Identify own learning and development needs and take steps to address these.

Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

**Networking and partnerships**

Develop links with relevant statutory and non-statutory agencies relevant to the role.

Use influencing skills to promote the bureau and foster good relationships with external organisations.

**Person Specification – Advice Support Worker**

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|  | ESSENTIAL | DESIRABLE |
| **Experience** | * A good working knowledge and thorough understanding of advice services in the following areas: Social Security Benefits, Debt and Debt Advice, Housing Advice, Employment Advice, Family Matters, Adult Social Care Advice, NHS Health Complaints and Consumer/Utilities matters. * A proven knowledge of all aspects of advice service supervision and best practices in monitoring quality of advice given to clients. * Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions. * Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training. * Proven ability to supervise and monitor advice work and to maintain casework systems and procedures. | * Experience in working with volunteers * Experience of delivering training sessions * Experience of delivering presentations * 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. * Proven ability to manage /supervise others, including ability to develop and motivate staff. * Ability to monitor and maintain recording systems and procedures. |
| **Skills and attributes** | * Ability to communicate and establish good relationships with a range of people. * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to deal with difficult situations in a calm, effective non-confrontational manner * Ability to communicate effectively, both orally and in writing * Ability to network with other groups within the community * Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing. * Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training. | * Ability to represent the Bureau at meetings * Ability to work as part of a team and on own initiative * Understanding of the needs of people who may be vulnerable, distressed or under stress * Ability to promote the service to different groups of people, eg, voluntary groups and the public * Ability to monitor and maintain own standards. * A commitment to continuous professional development. |

**Employment conditions**

Location

The post will be based in our Bureau in Lanark but will involve regular travel within the Lanarkshire area.

Salary

£24,000 per annum (fixed term until March 2022) extension possible, funding dependent.

Working Hours

34 hours per week

Holidays

5 weeks paid holiday per annum (pro-rata, plus public holidays).

Michelle Mair

Manager