**CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**

**Session supervisor/General Services Coordinator**

**Person Specification**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience** | * Experience in working with volunteers
* Experience in giving advice on a range of subjects to members of the public
* Minimum 3 years supervisory experience in advice work across a range of subjects including Money advice and welfare benefits
* A working knowledge of the procedures of the citizens advice
* Completion of Advice session supervisor training through citizens advice
* Certificate of Money advice Service Quality framework(GGDA) to minimum of Advice level or equivalent
 | * Experience of delivering training sessions
* Experience of delivering presentations
* Writing formal letters and preparing reports, plans and proposals
* Specialist experience in core CAB advice subjects
* Experience in project and paid staff management
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| **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 gather and accurately record statistics
* Excellent organisational skills
* Ability to work under pressure
 | * 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 produce statistical and written reports to funders
* Ability to look at the development of services and implement improvements with minimal input
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| **Knowledge** | * An understanding of Castle case recording Systems and procedures
* An understanding of the needs of the funders relating to clients, client profiles, recording of cases and financial gain.
 | * Knowledge of local voluntary organisations
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| **Values and attitudes** | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau.
 | An understanding of the need for partnership working and a proactive approach to same. |
| **Other** | * A willingness to identify and undertake relevant training
* Ability to work flexibly and to travel to a variety of locations within the area
 | Previous project management experience across a range of projects  |