**JOB DESCRIPTION**

**Name of Employer:** Motherwell & Wishaw Citizens Advice Bureau

**Job Title:** General Advice Services Coordinator

**Hours:** Full time 35 hrs per week until March 2019 a further extension to March 2021 will be subject to confirmation of funding at existing levels each year

**Salary:** Salary Range £23,000 - £26,000 dependent upon experience & completion of probationary period

**Responsible to:** Executive Manager

**Role purpose**: The post-holder will be responsible for the day to day operation and administration of Motherwell and Wishaw Bureau’s core services delivered at its two main advice offices and outreach clinics through effective support and deployment of volunteers and the paid frontline Generalist Advisers. They will ensure that CAS’ recognised uniform quality standards in advice work are maintained and met at all times by implementing effective processes and procedures and by providing consultancy and support in all areas of advice work issues to Volunteer Advisers and paid frontline staff.

**Key work areas and tasks**: The GSC will manage a team of paid staff and volunteer advisers to ensure they deliver a timely and accurate advice/information service to members of the public in line with our policies, procedures and monitoring requirements; assist with social policy work; contribute to the personal development of staff/volunteers and make recommendations on maintaining/improving the work of the Bureau.

**Core Service Delivery**

* Ensure the delivery of agreed level of advice service in order to satisfy funder’s requirements.
* Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
* Monitor the quality of advice given to clients by carrying out case quality checks and examining case records.
* Provide an appropriate level of support and supervision based on individual needs and act as a consultant to the advisers.
* Provide supervision and support for advice workers, particularly in relation to advice enquiries, CASTLE data entry and enquiry entry and on complex casework.
* Support volunteer workers produce accurate, legible and complete client records.
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
* Monitor the quality of advice, giving appropriate and effective feedback.
* Contribute to building and supervising an effective team, understanding the importance of continual improvement of the service.
* Undertake advice work as and when required.
* Implement effective Triage Service
* Advise the Executive Manager on staffing and service delivery issues.
* Know the principles of good customer service and the importance of working within these.
* To support and maintain uniform advice standards and contribute to their development. Ensure that advice work undertaken complies with CAS Quality Audit standards, Scottish National Standards.
* Actively implement the Aims and Principles of the CAB service, together with its other policies.
* In determining the daily volunteer staffing needs of the service, the GSC, working in conjunction with the Executive Manager, will contribute to the long term staff planning and will participate in the induction, training, assessment and performance management of advice workers both at new entry and experienced level.

**Quality Standards**

* To maintain uniform advice standards and contribute to their development. Will support the retention and continuous development of the Bureau’s quality standards awards.
	+ CAS Membership Quality Audit Standards
	+ OISC
	+ Scottish National Standards in Advice Giving
	+ Healthy Working Lives, Bronze Award + Mental Health Commendation
	+ Quality Scotland, EFQM, Committed to Excellence
* The service operates uniform quality standards in advice giving and CASTLE case recording and it will be the responsibility of the GSC to monitor levels, accuracy and quality of the advice work undertaken by the advisers

**Casework**

* Management of casework, telephone, email enquiries and ‘the queue’ will be a major work priority.
* The GSC will encourage and support volunteer advisers’ professional development to undertake more complex casework.

**Referral Protocols**

* To co-ordinate referral to Bureau’s Value Added Projects and External Specialist Services
* Where projects exist that provide the volunteers and staff with specialist advice, consultancy in areas such as Housing, Benefits and Money Advice etc., the GSC will ensure referrals are appropriate and follow the established/formal referral pathway.

**Supporting Volunteers and Line Management of Paid Frontline Generalist Advisers**

* Responsible for maintaining, supporting and developing, through consultancy and training, a team of volunteer advice workers and paid core advisers to meet the service delivery and development needs of Motherwell and Wishaw Bureau.
* Responsible for ensuring that each advice session is adequately staffed with volunteer advice workers and paid Core Frontline Advice Workers. Early identification of projected volunteer shortages will be necessary in order that steps can be taken to recruit and train new volunteers**.**
* Basic, ongoing and advanced training for volunteers are an essential part of the job and the GSC will be responsible for the identification of training needs and, in collaboration with Management Team, the production of a rolling programme of training in those areas.
* Responsible for the co-ordination of work-loads and support and supervision in line with forward job plans of paid staff under their line management.
* The postholder will be required to carry out annual performance appraisals in line with Bureau policy and in the required format for staff managed.
* Championing teamwork approach between all members of staff and volunteers.
* Effective performance management through coaching, mentoring and empowering individuals,
* Organizing regular meetings for the Frontline Generalist Advisers.
* Delivering Daily Session Briefings with all the Frontline Staff
* Ensuring all policies and procedures are followed in a consistent manner by advice workers explaining the importance of compliance with regulatory frameworks for advice.

**Training and development**

* In conjunction with the Executive Manager assess the competence of trainee advisors against CAS and Bureau requirements and monitor the development of existing workforce
* Contribute towards the Bureau's training and development plan so that staff and volunteers have the skills and knowledge required to do their jobs effectively and efficiently.
* Organise training activities for frontline staff in conjunction with the Executive Manager.
* Identify and implement own training and development needs in conjunction with Executive Manager.
* To assist management in carrying out performance appraisals and absence management of the Frontline Generalist Advisers

**Social policy**

* Support the identification and submission to Citizens Advice Scotland and other appropriate bodies to social policy issues arising from client casework.

**Administration**

* Ensure effective and efficient administrative systems.
* To provide statistical information and analysis for the Executive Manager, bi-monthly reports for the Board of Directors and contribute to the Bureau’s Annual Report.
* Adhere to health and safety policy with regard to staff, equipment and premises within statutory requirements.

**Communication**

* To ensure that all office information is up-to-date and volunteers and staff are kept informed.
* Advisernet is continuously updated and it will be the responsibility of the GSC to ensure that advisers are kept aware of changes in in-house procedures and practices and major legislative changes.

**Reporting**

* To provide a report and statistical information on a monthly basis for the Executive Manager and a report for the Board of Directors’ bi-monthly meetings.

# General

* To contribute to Staff and Bureau Working party, staff, team meetings and management meetings
* To work to an agreed `Forward Job Plan’ and to provide monthly progress reports and statistical reports for the Executive Manager
* To undertake any other unspecified duties that may from time to time be required.

**Other duties and responsibilities**

* Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
* This is a new role within the organisational structure of Motherwell & Wishaw Citizens Advice Bureau services and as the post evolves and develops the GSC may be required to undertake other duties relevant to the level of responsibilities and accountabilities of the post.

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| **General Services Co-ordinator****Person Specification** |
|  | **Essential** | **Desirable** |
| Qualifications | * Good general education
* Current full driving licence
* Willing to undertake appropriate further education and training
* Completion of CAB adviser training
* Certificate of Money advice Service Quality framework(GGDA) to minimum of Advice level or equivalent
 | * CAS Session Supervision, Tutor, Mentoring, Quality of Advice Giving Training
* Management Qualifications
* Welfare Rights Training
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| Experience | * Experience of working within the voluntary sector and working with volunteers
* Experience in providing high quality advice on a wide range of subjects
* Supervisory experience in advice work (Project Management and/ or Session Supervision)
* Experience in managing quality standards within a quality control framework
* Experience of prioritising own work and the work of others, meeting deadlines and managing workload in a pressured environment.
* Experience in staff training and supervision
* Experience in staff appraisal and development
* Experienced in office administration with a good understanding of office technology and the role of effective IT systems
 | * Experience of managing case workers.
* Recent and ongoing experience of advice work delivered to either Citizens Advice Scotland Membership requirements and/or Scottish Governments National Standards for Advice and Information Providers
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| Skills and Attributes | * Ability to work without close supervision, prioritise own work and meet deadlines
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability to remain calm and focused, and keep others likewise, in a busy and sometimes pressured environment
* Ability to take personal responsibility for own actions and an awareness of how your own behaviour impacts on others
* Understanding of the issues involved in interviewing clients.
* Excellent written and oral communications skills
* Ability to use IT in the provision of advice and the preparation of reports and submissions
* Ability to work as part of a team
* Ability to manage change
 | * 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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| Values and attitudes | * Commitment to team working approach
* Support of the principle of voluntarism
* Commitment to equality of opportunity within the CAB and its services
* Clear understanding of the importance of excellence of customer service
* Commitment to the aims and principles of the CAB service and its equal opportunities policies.
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| Knowledge | * An understanding and working knowledge of Castle case recording Systems and procedures
* An Understanding and working knowledge of Benefit Calculators
* Knowledge of Data Protection Act/GDPR
* Awareness of the social needs of the local community
* Knowledge of welfare benefits and/or money advice, employment, housing, consumer, energy etc.
* An understanding of the needs of the funders relating to clients, client profiles, recording of cases and financial gain.
* Knowledge of Triage Service
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| Other | * A willingness to identify and undertake relevant training
* Ability to work flexibly
 | Previous project management experience across a range of projects  |