

**JOB** **DESCRIPTION**

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| **Job** **Title** | **Frontline** **Co-ordinator – Telephony Services** **(CARF** **SCQF** **Level** **9)** Senior Bureau |
| **Reporting** **To** | **Service** **Delivery** **Manager** |
| **Overview** | **Frontline** **Co-ordinators** work closely together to manage the effective co-ordination and delivery of representation services, projects, telephone advice and face-to-face advice provision across Fife. **Frontline** **Co-ordinators** each have responsibility for key areas but are expected to have the skill, knowledge and flexibility to cover the others post during periods of leave/extended absence etc. |
| **Purpose** **of** **Job** | To co-ordinate and oversee the telephone advice provision across CARF in a consistent manner delivering a high quality service to those requiring telephone advice. Whilst this role is predominantly related to telephone advice provision, the post holder is expected to line manage a small number of standalone projects and to provide all necessary support to volunteers undertaking telephone related advice roles.  More generally, the role includes:  Maintaining up-to-date skills, knowledge and experience in all key areas of advice and service delivery to provide a high level of mentoring competence and to assist with complex cases and surges in demand.  Being a key contributor to the wider strategic management of the organisation as a member of the extended management team, and by assisting the Service Delivery Manager as required.  Developing and promoting the service locally and representing CARF as required to partners and outside agencies. |
| **Scope** **of** **Work** | Develop, deliver and oversee CARF’s telephone advice provision, as well as a small number of standalone projects that fall under the remit.  Provide information and advice to clients on a telephone basis when required. This should be part of maintaining your competence level for advice checking and may be required to meet emergency cover situations.  To work closely with volunteers across the organisation to provide support and mentoring to those carrying out telephone advice provision (alongside Bureau Co-ordinators)  Act as a role model for CARF’s values and actively demonstrate the elements of CARF’s STARS framework.  To undertake any other specific duties that may be required. |
| **Degree** **of** **Autonomy** | Develop a motivated, competent and flexible complement of volunteers to provide both general and specific advice services including project work.  Ensure that volunteer mentoring is consistent across the organisation.  Work with Service Delivery Manager and Learning and Development Officer to increase recruitment of volunteers across CARF.  Conduct regular quality of advice checks to meet quality of advice auditing standards and ensure the competence levels of all line managed staff and volunteers.  Work with Service Delivery Manager to ensure defined performance and organisational standards are met or exceeded, assist in the annual appraisal system, and maintain staff disciplines (level 1) and provide regular support and supervision sessions.  Undertake advice related project work on an ad hoc basis as required.  Meet reporting requirements, including collating and interpreting data, preparing and presenting written reports.  Prepare rotas and co-ordinate holiday arrangements to ensure sufficient cover is available.  Deal with client concerns and complaints (level 1)  Maintain contact with outside bodies with whom CARF is required to liaise. Promote the work of CARF and represent CARF as required and appropriate.  Attend quarterly extended management team meetings and Staff and Volunteer Working Group meetings.  Actively contribute to the development of social policy work.  As an employee of CARF you are required to work within its aims and principles and contribute to the development and revision of its policies and procedures.  Contribute to CARF’s business plan through the development and delivery of strategic objectives. |
| **Processes** | Ensure accurate recording, progressing and monitoring of client cases using relevant software in accordance with recognised good practice in the advice field and internal procedures.  Ensure that appropriate manual and IT systems are employed for case management, recording statistics, follow up work and quality control.  Ensure performance monitoring systems are in place to stimulate continued improvement and assist in performance reporting.  Co-ordinate activities, procedures and systems to promote common policies and/or practices within areas of responsibility including writing and drafting of policies and procedures as appropriate. |
| **Quality** | Adhere to CARF’s recognised good practice and standard processes and procedures to ensure governance and compliance at all times.  Contribute to overall efficiency and quality of processes and procedures.  Ensure compliance with quality and statutory standards which requires maintaining a working knowledge of current local and national legislation, guidelines and key areas of advice.  Work within specified quality of advice and service standards. |

**PERSON** **SPECIFICATION**

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| **Knowledge** **&** **Understanding** | Evidence and/or qualifications at SCQF Level 9.  Demonstrable understanding of the aims and principles of CARF/CAB.  Experience in delivering telephony related services would be advantageous.  Evidence of leading and developing a team. Previous experience working with volunteers would be advantageous.  Experience of supporting Senior Management.  Understanding of the need to manage information in a sensitive and appropriate manner.  Evidence of direct information and advice provision. |
| **Communication,** **numeracy** **and** **ICT** **skills** | Excellent written, oral and IT skills with the ability to produce well-constructed reports.  Able to contribute to IT solutions to enable effective and efficient advice.  Excellent communicator at all levels both within and outwith the organisation through use of the appropriate tools.  Excellent interpersonal skills with staff, management, clients and external parties.  Able to relate statutory/legal language in a manner that can be understood by all.  Promotional and presentation skills, able to represent the organisation at events and meetings and publicise/market the service.  High awareness of all media methods and their impact on the organisation. |
| **Generic** **Cognitive** **Skills** **e.g.** **evaluation** **&** **analysis** | Keen analytical skills, able to collate, review and interpret data.  Be able to use data to drive decision making to improve the service delivery.  Ability to identify and resolve problems quickly and efficiently.  Ability to create and manage systems to enable the effective management of the organisation. |
| **Autonomy and Accountability** | Ability to work on own initiative, prioritise work and manage pressures from both internal and external to the organisation.  Leads the organisation in continuously improving standards. |
| **Applied** **Knowledge,** **Skills** **&** **Understanding** | Strong people management skills with the ability to motivate, develop and lead a team of professional staff and volunteers.  Capable of effective delegation, on-going staff appraisal, and understanding development needs/training.  Know how to ensure quality and performance standards are achieved.  Flexible approach to tasks and a positive attitude.  Able to work within required statutory standards.  Support the principal of volunteerism.  Clear understanding of the importance of excellence in service delivery.  Willingness to learn and develop new skills.  Awareness of current and emerging policy issues and their potential impact on CARF’s diverse client base.  Understanding of the issues that affect clients and how it affects individuals and their families.  Experience of peer checking or auditing casework.  Experience of training, supporting and supervising staff and volunteers.  Have an understanding of social policy related work and how to apply this in a work environment.  Knowledge of Health and Safety legislation.  Ability to negotiate with external parties and organisations. Commitment to team working approach. |
| **Other** | Able to travel throughout the region. |
| **Values** **&** **Attitudes** | Commitment to CARF’s **STARS** values and associated behaviours:  o **Skilful** – CARF staff and volunteers are valued for their expertise and encouraged to increase knowledge through continuous learning.  o **Trustworthy** – CARF staff and volunteers are treated, and act with, honesty, respect and dignity at all times.  o **Aspiring** – CARF staff and volunteers show a desire and determination to make themselves and CARF the best they/it can be.  o **Reliable** – CARF staff and volunteers consistently aim to deliver the highest possible service.  o **Supportive** – CARF staff and volunteers work as a team to provide encouragement and support to each other, and to those who use our services.  For more detailed information relating to our STARS values, please refer to the document ‘**An** **Introduction** **to** **the** **CARF** **STARS** **Framework.’** |