# QUALITY ASSURANCE OFFICER

# JOB DESCRIPTION & PERSON SPECIFICATION

# Job description

**Key responsibilities**

* To ensure the bureau maintains high standards of case work for clients through case checking processes, including:
	+ Ensuring case records are checked and input regularly
	+ Ensuring case records and file correspondence are kept up to date and dealt with effectively and appropriately
	+ Ensuring positive client financial gains are recorded on behalf of bureau clients
	+ Ensuring outcomes are accurately recorded with cases closed appropriately
	+ Ensuring that client profiles and other statistical information is recorded and up-dated regularly
	+ Ensuring that project requirements are met in line with case recording
* To ensure ongoing compliance of Citizens Advice Scotland (CAS) member audit procedures
* To undertake corrective action, or support advisers to do so, when required, to ensure clients are given the most accurate information
* To deliver regular training on how to record cases correctly and accurately
* To provide quality of advice support for all paid and volunteer bureau advice and admin workers
* To support the Bureau Manger to ensure that ACAB meets the requirements of various funders, including Aberdeen City Council
* To attend meetings of the Quality of Advice committee
* To recruit and train additional case checkers and monitor their work
* To support volunteers and staff in relation to all aspects of case recording
* Taking measures to ensure correct information is given and that accurate records are kept
* To keep up-to-date with changes affecting advice provision and case recording
* Form effective working relations and networking with other organisations and stakeholders ensuring collaborative approach in service delivery
* Assist in identifying personal strengths, weaknesses and personal training needs
* Attend in-house and external training courses as appropriate
* Attend team and staff meetings as required
* To contribute and participate where appropriate in CAS activities
* To draft or amend relevant quality of advice/case recording procedures as required and in line with any changes
* To assist in the implementation of required recommendations from Scottish National Standards
* To assist in the successful re-accreditation of Scottish National Standards for Information and Advice Providersas and when required (cyclical)
* To ensure the correct and timely reporting of statistical returns to grant funders
* To contribute to overall efficiency and quality of processes and procedures
* To adhere to Bureau principles and to ensure that all work meets quality standards and the requirements of the funders
* To carry out any other reasonable tasks as delegated by the Bureau Manager

# Person specification

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|  | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS | * Educated to National 5 grade, or equivalent, including English
 | * Higher grade level of education, or equivalent
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| EXPERIENCE | * Experience of delivering quality standards monitoring service
* Experience of electronic case management systems
* Experience of delivering training
* Experience of working with people with multiple and complex needs
* Previous paid or unpaid work in an advice-giving field
 | * Experience of working with volunteers in the voluntary sector as a volunteer or paid member
* Experience of mentoring
* Completion of the Citizens Advice Bureau Generalist Adviser training programme
* Experience of managing a complex case load
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| SKILLS AND ATTRIBUTES | * Excellent written and oral communication
* Skilled in report writing
* Ability to motivate both paid and unpaid colleagues
* Ability to work under pressure & using own initiative
* Good planning and organisational skills
* Keen analytical skills
* Experience of using a range of IT packages such as Microsoft Office
 | * Statistical analysis skills
* Ability to manage change and development
* High level of numeracy and literacy, with an ability to capture and collate statistical information for analysis
* Ability to identify potential safeguarding issues
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| VALUES AND ATTITUDES | * Commitment to team working and proven ability to work as part of a team
* Support the principle of voluntarism
* Commitment to equality of opportunity
* An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of Bureau.
* Able to work within required statutory standards
 | * Experience of implementing equal opportunities policies and practices.
* An understanding and commitment to the aims, principals and policies of the CAB service
* Able to work flexible hours as required by the service and the needs of the clients and the bureau
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| KNOWLEDGE | * Understanding of CAB services
* Understanding of Data Protection and GDPR legislation
* A current and sound working knowledge of:
* Welfare benefits, including Universal Credit
* Money/Debt advice
* Housing
 | * A current and sound working knowledge of:
* Consumer Rights
* Employment issues
* Immigration
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