# 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 |
| 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 |
| 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 |
| 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 |
| 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 |