

# **PARKHEAD CITIZENS ADVICE BUREAU**

## **VOLUNTEER SUPPORT WORKER**

The Volunteer Support Worker is responsible to the Bureau Manager. Day-to-day support and supervision will be provided by the Assistant Manager. The main aim of the post is to provide support, supervision, training and development of volunteer advisers within Parkhead CAB.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **Learning, Development and Training**

- Identify learning and development needs of advisers and contribute to the bureau's learning and development plan.
- Develop inclusive learning and development activities to meet quality standards and the bureau's learning and development plan.
- Facilitate inclusive group and/or one-to-one learning and development activities.
- Contribute to the assessment of competence of advisers.

#### **Managing advice sessions**

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records of advisers within the bureau quality standards framework
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Keep technical knowledge up to date and provide technical support to advisers.

#### **Staff Management**

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff are supported
- Participate in the induction of new staff as delegated.
- Ensure the effective performance management and development of advisers through regular supervision sessions, the appraisal process and learning and development.

#### **Other duties and responsibilities**

- Uphold the aims and principles of the CAB service
- Ensure that work reflects and supports the CAB equality and diversity policy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.

- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular bureau and external meetings relevant to the role
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

### **Person specification**

- Understanding of and commitment to the aims and principles of the CAB service and its equality and diversity policy
- Experience of coaching/mentoring/tutoring
- Experience of providing advice (ideally within a CAB setting)
- Understanding of adult learning techniques/theories.
- Ability to contribute to planning and implementation of training and development programmes
- Experience of supporting/supervising staff
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to research and interpret complex information
- Ability to monitor and maintain own standards.
- Effective written and oral communication skills
- Ability to use standard software packages including MS Word, Excel, Powerpoint and Access
- Flexible approach and willingness to work as part of a team.

## Extract of Main Terms and Conditions of Employment

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<u>Job Title:</u>	Volunteer Support Worker
<u>Place of Work:</u>	Parkhead Citizens Advice Bureau 1361 Gallowgate Glasgow G31 4 DN
<u>Salary Grade:</u>	SJC spinal point 26 (currently £22,968 pro-rata)
<u>Hours of Work:</u>	21 hours per week.
<u>Duration:</u>	Fixed term contract for 3 years
<u>Holidays:</u>	27 working days per year plus 13 public holidays (pro-rata)