



Nottingham & District

Temporary Advice Session Supervisor (sickness absence cover) Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation
- The Job Description and Person Specification

Closing date for applications: Monday 25 March

Interview date: To be confirmed

Anticipated start date: As soon as possible

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

1. **We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. **We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. **We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

In the year 2017/18 we helped 10,700 people. We handled £16.6m of debt and raised £1.8m in income for our clients. We have 48 paid staff and 65 volunteers.

To ensure claimants can access the service quickly, we will develop referral routes and protocols with partner organisations and other stakeholders.

How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 LCA members.

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

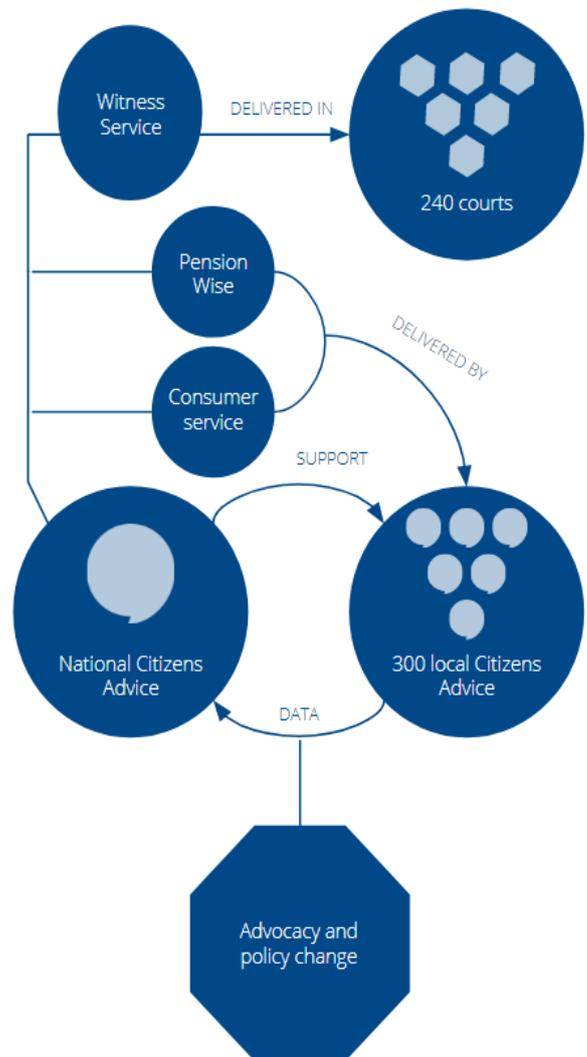
The local network members are all independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





Advice session supervisor

We are looking for an Advice session supervisor to join our General Advice Team to supervise and support Outreach workers and volunteer advice workers



Job description

Job title:	Advice session supervisor
Contract term	Temporary to cover long term sick absence
Reporting to:	Lead Advice Supervisor
Salary:	11,867
Hours:	19 hr. pw.
Employers' Pension contribution:	5%
Location:	Based in Nottingham city centre
Purpose of the job:	To contribute to the smooth running of the advice session. To support outreach and volunteer advice workers.

Main duties and responsibilities

Service Delivery

As part of a team of Supervisors:

- Manage practicalities of advice sessions at main office and outreach.
- Provide technical support and act as consultant to outreach workers, volunteer advisers, and assessors.
- Monitor the quality of advice given to clients during advice sessions and through casework.
- Monitor quality of work from case records.
- Ensure all relevant policies and procedures are followed during the advice session.
- Act in an emergency situation during the advice session.

- Maintain and monitor effective and efficient administrative systems.

Policy and Campaigns

- Identify relevant social policy issues and, together with other members of the team, take responsible appropriate action on a national or local level
- Assist in monitoring the service provision to ensure it reaches the widest possible client group.

Professional development

- Participate in own supervision and appraisal.
- Work with line manager in identifying learning needs and appropriate ways of meeting them.
- Attend relevant internal and external meetings and training, as agreed with the line manager.

Other duties and responsibilities:

- uphold the aims and principles of the Citizens Advice service and its equal opportunities policy
- abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- carry out any other relevant administrative and support duties required to ensure effective delivery of the Universal Support Help to Claim service
- complete the training required to comply with quality assurance processes



Person specification

- Recent advice work experience (in debt, welfare benefits, housing and employment) preferably in a Citizens Advice Local Office.
- Ability to support and supervise volunteer advice workers working at the Generalist Advisers competency level.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to demonstrate how s/he keeps knowledge up to date.
- Ability to analyse and interpret complex information.
- Effective communication skills both written and oral.
- Numerate to the level required by the tasks.
- Ability to use IT in the provision of advice and the preparation of reports and submissions.

- Ability and willingness to work as part of a team.
- Ability to monitor and maintain recording systems and procedures.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Awareness that our clients are at the heart of everything that we do
- Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout