



**Enfield**

# **Supervisor - Advice Session (Welfare Benefits)**

## Job pack

Thanks for your interest in working at Citizens Advice Enfield. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

### **In this pack you'll find:**

1. Our values
2. Three things you should know about us
3. Overview of Citizens Advice and Citizens Advice Enfield
4. The role profile.
5. Person specification
6. What we give our staff
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## 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.

## Three things you should know about us?

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales. In Enfield we operate from one main office location and provide advice by phone and at various outreach locations across the Borough.

**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.

# How Citizens Advice Enfield works

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

This role sits our network of 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.



## The Role

Citizens Advice Enfield is a busy service helping around 6,000 clients a year to solve around 25,000 problems. We are open 5 days a week and currently operate a telephone adviceline triage service from 10am to 4pm Monday to Friday.

Our priority commissioned areas are Benefits, Debt and Housing and we have a small team of caseworkers for each. Appointments are booked through a combination of self-referral via the adviceline and referrals from funded partners.



## Role Description

The purpose of the role is to work with the Head of Service and Quality, Project Manager and the Trainer to ensure smooth running of the day-to-day service and to mentor and support paid advice staff and volunteers to maintain national Citizens Advice standards. This will involve:

- Supervising advice and gateway/triage sessions and caseworkers

- Supporting the delivery of the training and development plan along with the rest of the team
- Providing mentoring and support to caseworkers, advisers and advice line Team members (gateway/triage volunteers) as required by the Service and Quality Manager and in line with the needs of the overall service

Citizens Advice Enfield is a great place to work – with a friendly and supportive team.

# Supervisor – Advice Session (Welfare Benefits)

## Role description

<b>Job Title:</b>	Supervisor – Advice Session (Welfare Benefits)
<b>Reporting to:</b>	Head of Service and Quality
<b>Salary:</b>	£14,975 - £15808 (Actual) (SP32-34) depending on experience.
<b>Hours:</b>	14 hours (2 days)
<b>Employers' Pension contribution</b>	4%
<b>Location:</b>	Based in Vincent House. Hybrid working available after the initial qualifying probation period.
<b>Purpose of the job:</b>	To provide benefits advice and casework service to clients within our community.

# About the role

## I). Supervising advice sessions and / or casework

- 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.
- Ensure referrals and bookings for projects are being properly monitored and clients are supported in a timely manner.
- Undertake supervision leadership tasks, achieving a specialist supporting role in one of the key advice areas. (Benefits, Housing, Debt)
- Review/Monitor the quality of case records / telephone calls of designated staff to meet quality standards and service level agreements.
- Assist the Service and Quality Manager to undertake the QAA.
- 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 and / or caseworkers.
- Undertake advice work/gateway as required e.g. during staff absences.
- Refer complex issues such as breach of confidentiality and safeguarding to senior management.
- Provide statistical reports on outputs and outcomes as required by management.

## II). Support learning and development

- Support the development of volunteers to enable them embrace continuous learning. For example, provide timely feedback on cases reviewed to adviceline/ gateway, and advisers.
- Make recommendations to the Trainer for staff training and development areas of need.
- Support the Trainer to make decisions on competence of the advice staff.
- Support volunteers to develop knowledge and skills in identifying and responding to research and campaigns issues.

## III). Supporting staff recruitment and development

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and everyone can do their best.
- Participate in recruitment and selection activities as delegated.

- Support Participate in the induction of new staff as delegated.
- Ensure that Staff and volunteers receive appropriate support, supervision and appraisal and have opportunities for continuous learning and development.

#### **IV). Staff Supervision**

- Responsible for the line management and supervision of a team of advisers and support workers within a specialist area of advice.
- Provide technical support to advisers and identify areas of further development for individuals and the team.
- Manage staff through the provision of regular support and supervision and hold annual appraisals.
- Provide appropriate level of support and supervision to individual workers depending on their level of competence.
- Participate in the recruitment & selection process as well as induction of new staff as delegated.

#### **V). Research and campaigns**

- Promote the importance of research and campaign delivery within the bureau and deliver training to support identification of issues.
- Use social media to communicate key service messages as appropriate.
- Make recommendations to the research and campaigns staff and management for local areas for campaigns based on trends in case reviews.
- 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.

#### **VI). Other duties and responsibilities**

- Work with the IT team and take responsibility for supporting the daily administration of ICT and case management systems to ensure smooth service delivery (to take out or modify)
- Where needed assist the Head of service and quality with authorising payments and reconciliation of petty cash and authorise payments using available systems and procedures as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Develop and maintain effective admin systems and records relevant to the role.

- Monitor and evaluate activities appropriate to the role and contribute to the organisation's planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular internal and external meetings relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the organisation's 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 as required.



## **Person Specification**

### **Essential Criteria**

#### **I). Qualifications**

- Possession of a CAB certificate in generalist advice
- Qualifications GCSE at grade A-C in English Language and Mathematics (or equivalent)
- Competent IT and digital skills

#### **II). Supervisory / Advice experience**

- Be able to demonstrate a good technical knowledge of generalist advice, including challenging benefit decisions up to First Tier Tribunals
- Two years current experience of advice and casework at generalist or specialist level. Or one year experience of supervising a generalist advice session (either CAB or within a legal setting) and the ability to meet the Citizens Advice competence requirements for an advice session supervisor, with an in-depth knowledge of the main subject areas (benefits, debt, housing)

#### **III). Staff management**

- Ability to manage, motivate and appraise others performance constructively.
- Ability to review and analyse client case write ups and promote constructive feedback to advice staff for improvement.

- Commitment to developing staff and ability to understand their strengths and weaknesses and work with these to provide a positive and fulfilling working environment.
- Ability to identify ongoing training needs and deliver appropriate support including on the use of case management systems to ensure high quality of service is maintained.
- Experience of supporting, mentoring and guiding staff and volunteers in a respectful manner.

#### **IV). Teamwork**

- Ability to work well in a team of paid staff and volunteers sharing skills and knowledge.

#### **V). Equality, diversity and inclusion**

- Ability to work in a diverse team and with diverse clients in line with equality principles.

#### **VI). Client focused**

- Ability to put the needs of our clients first and to be constantly looking to improve our services to them.
- Ability to treat clients with respect, empathy and kindness and handle conflict and challenging situations.

#### **VII). Reporting**

- Ability to monitor and analyse statistics.

#### **VIII). Communication and flexibility skills**

- Ability to embrace change and work flexibly.
- Good verbal and written communication skills.
- Ability to multitask and work quickly under pressure.

#### **IX). Other**

- Commitment to own continuing professional development.
- Ability to commit to, and work within, the aims, principles, and policies of the Citizens Advice service.

## Desirable Criteria

- Ability to speak a Community Language such as Somali, Turkish, Bulgarian, or other eastern European language.
- Specialist knowledge and experience/accreditation of a key area of advice e.g. debt, housing, or benefits.

**Note: In accordance with Citizens Advice national policy, we may have the successful candidate screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.**



## What we give our staff

We offer a range of employee benefits including:

- 30 days annual leave (FTE).
- An employer matched pension contribution currently at 4%
- Access to Telus, an Employee Assistance Scheme which offers help and support with mental, financial, physical and emotional well-being.
- Opportunity for hybrid working following completion of probationary period.

Citizens Advice Enfield is an equal opportunities employer and encourages applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

## IMPORTANT

Please note, we do not accept CVs/Cover Letters as a form of application for our vacancies. Use the application form that forms part of this job pack and please read the accompanying notes on how to complete.