**JOB SPECIFICATION**

**Title of Post:** Advice Coordinator

**Location:** Norwich

**Responsible to:** Operations and Development Manager

**Hours of Work:** 15 hours per week (2 days)

**Context:** Norfolk CAB has 28 paid staff and approximately 200 volunteers. This role is to supervise and support the volunteers delivering face to face and telephone advise in our offices.

**Role Purpose**: To coordinate the bureau's advice and information service in the Norfolk area within the aims, polices and principles of the CAB service.

**Key work areas and tasks:**

**Service delivery**

* Manage practicalities of advice session – inclusive of follow up case work.
* Supervise the work of designated volunteers to ensure that standards meet Citizens Advice requirements.
* Provide technical support and act as consultant to the advisers.
* Ensure delivery of agreed level of service and adequate staff cover.
* Monitor the quality of advice given to clients during advice session.
* Monitor quality of work from case records.
* Develop and maintain standards of service delivery – contribute to the office manual.
* Undertake advice work as and when required..
* Ensure all relevant policies and procedures are followed during the advice session.
* Carry out progress reviews of advice workers

**Staff supervision**

* Attend regular meetings of paid and unpaid staff.
* Deliver morning briefings.
* Supervise volunteer consultants & advisers through the provision of regular support and coaching.
* Ensure that the service area is adequately staffed.
* Encourage good teamwork and lines of communication between all members of staff/volunteers.
* Coordinating assessors/gateway advisers
* Assist with ensuring that trainee advisers complete their Record of Learning 4

**Administration**

* Oversee and monitor effective and efficient administrative systems.
* Monitor adherence to health and safety policy with regard to volunteers, equipment and premises. Report any issues to Business Manager.
* Maintain complaints procedures in accordance with Citizens Advice guidelines.

**Training and development**

With the Learning and Development Coordinator:-

* Ensure trainees and other staff are informed of the activities, content and practical issues in the Citizens Advice learning programmes.
* Ensure that assessments of potential advisers and administrative volunteers are carried out.
* Ensure the individual training and development needs of new advisers are identified and met.
* Assist trainees through self-learning modules and review progress on a regular basis.
* Ensure learning records are fully completed and provide final sign off.
* Assess the competence of new advisers against Citizens Advice competencies and bureau requirements.
* Arrange speakers from outside agencies and organisations.
* Identify own training and development needs.

**Planning and development**

* Advise the line manager on staffing and service delivery issues.
* Ensure advisers are recording appropriate Casebook contacts & SP codes.
* Ensure Bureau outcomes are recorded in accordance with current procedure.
* Participate in Citizens Advice initiatives as appropriate.

**Social Policy**

* Ensure advisers are aware of national social policy issues.
* Encourage the input/submission of social policy evidence.
* Monitor & report local social policy issues which may arise.

**Other duties and responsibilities**

* Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

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| PERSON SPECIFICATION |
|  | Essential | Desirable | How tested |
| Personal Qualities | * Understanding of and commitment to the aims of the CAB service and its equal opportunities policies, and able to recognise own prejudices and have control over them
* Able to organise own workload to meet changing priorities, deadlines, and other competing demands
* Strong interpersonal skills
* Willing to undertake other work as necessary
* Willing to report to a manager
* Be able to work on his/her own initiative
* Flexible approach and an ability and willingness to work as part of a team.
 |  | Application/ interviewApplication/ referencesInterviewInterview/referencesApplication/ interviewApplication/ interviewApplication/ interviewApplication/ interview |
| Knowledge | * Understanding of the issues affecting society and their implications for clients and service provision.
 |  | Application/interview |
| Skills & Experience | * Recent and ongoing experience of advice work.
* Experience of managing case workers or similar.
* Ability to demonstrate how s/he keeps knowledge up to date.
* Ability to analyse and interpret complex information.
* Understanding of the importance of support, development and motivation.
* Effective oral communication skills.
* Effective writing skills.
* Understanding of the issues involved in interviewing clients.
* Numerate to the level required by the tasks.
* Ability to use Casebook in the provision of advice and the preparation of reports and submissions.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability to monitor and maintain recording systems and procedures.
 |  | Presentation/ interview/referencesApplication/interviewApplication/interview/referencesApplication/interviewApplication/interviewApplication/interviewApplication/interview |
| Qualifications | Fully qualified CAB adviser or a willingness to work towards this. |  | ApplicationApplication |
| General |  | * Access to personal transport
 | Application |