**Job Title:** Session Supervisor (Quality Assurance)

**Responsible to:** Operations Manager

# About the role

The Session Supervisor will ensure the provision of a quality advice and information service to the public by supporting and assisting volunteer advice workers on a daily basis. This role will also provide an opportunity for the postholder to be involved in maintaining and achieving quality assurance standards across the service.

# Job description

**Key responsibilities**

* Provide support to our volunteer advisers across all advice platforms, including face to face, telephone and remotely.
* Ensure quality of advice by monitoring client records and identifying volunteer training and/or support needs. Also assisting with the delivery of these training needs across the volunteer and staff network.
* Ensure that ongoing cases are progressed, recorded and filed appropriately.
* Prepare reports detailing comparative statistics as required by the management team and/or Board of Trustees.
* Ensure that social policy feedback is provided to CAS and participation in local social policy meetings.
* Ensure that all bureau policies and procedures are adhered to including Health & Safety.
* To assist the Operations Manager in completing the CAS Quarterly audits
* To complete monthly case assessments in accordance with guidelines.
* To coordinate the allocation of welfare benefits referrals to caseworkers.
* To liaise, where appropriate, with bureau staff and other relevant agencies as required.
* Demonstrate and promote the aims, policies and membership requirements of the CAB service.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Operations Manager.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of working in the advice sector.
* Ability to work without supervision and prioritise workload.
* Ability to operate as a team player and communicate effectively with colleagues.
* Excellent oral and written communication, including the ability to communicate complex information in a clear and accessible manner.
* Experience of using a range of IT tools including case management systems, Microsoft Office applications, Internet, email etc.
* Excellent organisational skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of the Citizens Advice Bureau.

**Desirable**

* Experience of working and providing advice in relation to benefits
* Experience of supporting volunteers
* Knowledge of the requirements of CAS Membership Standards and Scottish National Standards
* Completion of the Adviser Training Programme

**Additional requirements**

* The post is subject to the receipt of a satisfactory basic disclosure
* The post is subject to Criminal Convictions Declaration

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**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**