# Job Pack –Assistant Session Supervisor

* **Job Title:** Assistant Session Supervisor
* **Location:** Shetland Islands CAB, Market House, Market St, Lerwick, ZE1 0JP
* **Hours per week:** 35 hours per week
* **Type of contract:** Fixed-term contract to 30 June 2025
* **Salary:** £29,579 - £32,488 per annum
* **Closing Date:** 12noon Monday 11th September
* **Interviews:** Monday 18th and Tuesday 19th September

**About the job**

There’s never been a more important time to work for the CAB. As food costs rise at an alarming rate and energy bills are sky high, people are struggling to make ends meet and we’re experiencing record-breaking demand for our services. Join us on the frontline of the cost-of-living crisis and play a vital role in helping local people find a way forward.

We are seeking someone who is passionate about giving an effective service to those most in need and who is committed to quality improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive ‘can do’ attitude. You will also be passionate about supporting our volunteers, contributing to their development, and seeing them thrive. You’ll have excellent communication skills and the ability to supervise and motivate people. You will complement this with strong IT skills.

You will be based in the main CAB office in Lerwick and be part of a team of volunteer and paid staff advisers working together to ensure we provide a high quality, holistic service. This post is funded by Shetland Islands Council to end June 2025 with extension subject to funding.

Full details of the post and the competencies required are set out in the Job Description and Person Specification.

**Employee benefits**

Shetland Islands Citizens Advice Bureau offers excellent terms and conditions, including a total of 35 days leave (pro rata) and a pension scheme with a 6% employer contribution. Shetland Islands Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, see [www.shetlandcab.org.uk/careers](http://www.shetlandcab.org.uk/careers).   
Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: [della.armstrong@shetland.org](mailto:della.armstrong@shetland.org).

**Job description**

Title of Post: **Assistant Session Supervisor**

Employer: Shetland Islands Citizens Advice Bureau

Line Manager: Bureau Manager

# JOB PURPOSE

To help ensure the delivery of an accessible, high quality generalist service to the public by:

* supporting and supervising volunteer advisers on a day to day basis and contributing to their training
* assisting in the coordination of the generalist advice service and delivering generalist advice and income maximisation advice as required
* ongoing commitment to professional development

### TASKS

**Volunteer supervision, support and development**

* Provide support for volunteer advisers (both in the bureau and at home) by being available for consultation on cases (face to face and by phone, email and video calls)
* Work with the Session Supervisor/Assistant Manager to support trainee advisers to develop knowledge, skills and competence as they work through the Adviser Training Programme, including checking trainee cases
* Be pro-active in supporting advisers with enquiries and offer appropriate help depending on their level of competence (with the aim of increasing their independence)
* Assist advisers to prioritise issues within complex cases and with complex and/or unusual client enquiries
* Ensure advisers carry out appropriate research and that Advisernet is used as the key reference
* Support advisers to use authorised benefit checking software
* Authorise the production of correspondence necessary to progress client cases
* Support advisers to provide holistic advice including referrals as required, both within and outwith CAB
* Support advisers to use case recording software to produce accurate and complete client records including client financial gains, one-off debts and social policy referrals
* Ensure advisers comply with Data Protection policy and procedures including seeking client Consent to Act and Third Party Authority as appropriate
* Assist advisers with IT and other technical issues and take action to resolve them, or support advisers to do so
* Support advisers to meet the quality standards of the Citizens Advice Bureaux Network and the Scottish National Standards for Information and Advice Providers
* Support advisers to follow bureau policies and procedures
* Identify training needs of volunteer advisers and report these to the Session Supervisor/Assistant Manager so that appropriate training can be provided to develop individuals and improve the quality of service
* Contribute to the provision of informal and formal training (including one to one coaching and group training) as required

**Assisting in the coordination of the generalist advice service**

* Undertake benefit checks and generalist advice work as required
* Assist the Session Supervisor/Assistant Manager to manage the practicalities of the generalist advice service ensuring adequate advisers, support and resources are available
* Work with Triage Advisers and Session Supervisor/Assistant Manager to monitor and appropriately allocate incoming enquiries
* Ensure that generalist cases are progressed timeously and that urgent cases are prioritised
* Monitor incoming benefit checks, identify any urgent checks, and ensure benefit checks are processed accurately and timeously
* Report any demand management issues to the Session Supervisor/Assistant Manager

**Professional Development**

* Keep up to date with advice changes, legislation, and policies and procedures by reading relevant information sources and undertaking appropriate training
* Keep up to date with local issues and support available locally (through the public and third sector) and cascade this knowledge to advisers so clients can benefit from appropriate referral/signposting

**Other duties and responsibilities**

* Prepare for and attend meetings as required
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Be aware of safeguarding issues and report any issues identified in line with bureau procedures
* Work cooperatively with colleagues and contribute to the maintenance of a positive working environment in which equality and diversity are well managed, dignity at work is upheld and volunteers are motivated to do their best
* Demonstrate commitment to the aims and policies of the CAB service and ensure that the advice service is delivered in accordance with these
* Undertake other tasks as may reasonably be requested

**ASSISTANT SESSION SUPERVISOR - PERSON SPECIFICATION**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **QUALIFICATIONS and KNOWLEDGE** | * Good standard of general education * Good working knowledge of the financial and social issues affecting people in Shetland * Commitment to Continuous Professional Development | * Completion of CAB adviser training programme * Understanding of the benefits system * Understanding of data protection and information security |
| **EXPERIENCE** | * Delivery of advice and information services to clients * Information research * Maintaining accurate records * Managing and supervising others * Provision of guidance, coaching and/or training to develop skills * Team working with staff and/or volunteers * Experience of supporting vulnerable clients * Experience of following policies and procedures | * 2 years’ experience of giving advice * Work within a Citizens Advice Bureau * Experience of working to a specified quality framework and of preparing for audit |
| **SKILLS AND**  **ATTRIBUTES** | * Ability to work without close supervision * Ability to prioritise own work and that of others, meet deadlines and manage workload in a pressured environment * Ability to deal with staff, volunteers and the public in a calm, caring and competent manner * An understanding of the issues involved in interviewing clients * Ability to research, analyse and interpret complex information * Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively * Excellent written and oral communication skills * Confident in using Word, email, internet and Teams * Confident in supporting others to use IT and trouble-shoot minor technical problems * Good numeracy skills | * Ability to use benefit calculating software |
| **VALUES AND ATTITUDES** | * Commitment to team working * Commitment to the delivery of a quality service * Commitment to confidentiality, equal opportunities and the principles, aims and objectives of the CAB Service |  |

**REQUIRED TRAINING**

Previous completion of the Citizens Advice Bureaux Adviser Training Programme (ATP) is desirable. If the ATP has not already been completed, the postholder will be expected to complete this.

The post holder will be required to undertake ongoing specialist advice training by attending courses in Shetland, on the mainland and by online learning.

**ADDITIONAL REQUIREMENTS**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**Shetland Islands Citizens Advice Bureau is committed to equal opportunities both in service provision and in employment.**

**Charity number: SC019785  
Charity name: Shetland Islands CAB** **Citizens Advice Bureau**