**East Kilbride Citizens Advice Bureau**

**Position: Team Leader – Advice Services**

**Reports to: Bureau Manager**

**Purpose of Job**

Operational management of Advice Services and support to the Bureau Manager

**Main Responsibilities**

1. Effective operational management of face to face, telephone, web and community-based Type I & II general and money advice services
2. Line management of Type I / II employed and volunteer advisers
3. Contribute to Volunteer selection, induction, training and development
4. Lead on the SNS Quality Assurance system for advice services

**Duties & Specific Tasks**

1. **The Service**

* Ensure Staff cover to meet operational needs and demand
* Ensure balance of experienced and trainee staff deployed
* Ensure adherence to Bureau systems and procedures
* Ensure consistent standard of advice provided to people using the service
* Ensure provision of customer care and assuring customer satisfaction
* Ensure personal and casework support and supervision for volunteers
* Ensure technical and practical support for volunteers and inexperienced advisers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions
* Manage the allocation / reallocation of enquiries matching enquiries to competence of advisers
* Ensure all relevant policies and procedures are followed during the delivery of the advice service in a person- centred manner
* Ensure quality of advice checks and audit of generalist enquiries within CAS and SNS guidelines and Bureau policy
* Ensure compliance with agreed standards and procedures in the maintenance of accurate case records, ensuring confidentiality and accessibility for audit purposes
* Assist the Bureau Manager to collate and submit quarterly case checking data to CAS
* Contribute to the planning and delivery of quality improvement
* Ensure social policy work is progressed in line with established systems and procedures.
* Identify trends in the kinds of problems that people bring to bureau and ensure this is shared with the management team, staff and where relevant external partners

1. **Staff and Volunteer Management**

* Provide regular support and supervision for employees in team within agreed framework
* Provide constructive feedback, training and practice development opportunities for employees in team
* Ensure all volunteers are provided with regular support and supervision, practice development and further opportunities
* Ensure that all trainee volunteer advice workers receive the support and supervision required to maximise their chance for personal development in the role of Generalist Advice Worker, in other roles within the bureau structure, or in further career development
* Ensure trainees, experienced volunteer advisers and employees are supported to use IT systems and the Learning Management System
* Support the Bureau Training Team and ensure delivery of the Adviser Training Programme to current standards
* In collaboration with other members of the management team, ensure the organisation’s training needs are met through an annual continued personal development programme
* Ensure health, safety and wellbeing of all staff in area of responsibility

1. **Strategic Partnerships**

* To work in co-operation with partners across South Lanarkshire in developing strategies which tackle inequalities and improve access to justice
* Maintain contact and contribute where possible to South Lanarkshire Community Planning Partnership activity and delivery of Child Poverty Action Report
* Maintain contact and contribute where possible to relevant strategic forum and initiatives within the CAB Network

1. **Bureau Management & Development**

* Monitor, review and report on General and Community services activities and outcomes and provide reports and analysis to the Bureau Manager, Project funders and stakeholders
* Ensure the Bureau Health & Safety, Data Protection and Confidentiality Policies are put into practice, systems maintained and regular reports are provided to Bureau Manager
* Contribute to the collation, gathering and reporting of information for the purposes of local and national social policy work
* Participate in staff meetings, individual supervision sessions, training and development to meet identified individual and organisational needs
* Provide written reports for the Bureau Manager as requested
* Undertake any other reasonable duties as requested by the Bureau Manager

**East Kilbride Citizens Advice Bureau**

**PERSON SPECIFICATION: Team Leader – Advice Service**

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|  | **COMPETENCIES** |
| **QUALIFICATIONS** | * Good level of education and / or Evidence of continued professional development record in advice giving and management * Completion of CAB adviser training or similar   **Desirable:**   * Completion of CAS Tutor Training or similar * Assessors qualification |
| **EXPERIENCE** | * Operational management in a public facing advice service * Supporting and supervising volunteers in an advice setting * Prioritising own work and work of others; meeting deadlines and managing workload within a pressurised environment * Managing quality assurance and audit systems * Working with case management and Microsoft, programmes * Communicating and liaising with colleagues and partners at all levels * Working collaboratively with external partners * Contributing to strategic planning and delivering on outcomes |
| **SKILLS AND**  **ATTRIBUTES** | * Ability to work on your own initiative and with limited supervision * Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. * Ability to remain calm and focused, and keep others likewise, in a busy and sometimes pressured environment * Ability to take personal responsibility for own actions and an awareness of how your own behaviour impacts on others * Excellent communication skills * Positive interaction with volunteers and other staff across the organisation * Ability to work constructively with external partners and contribute in a positive and informed way * Attention to detail * Front line contact skills * Ability to use IT in the provision of advice and the preparation of reports and submissions. * Appropriate public /stakeholder focussed telephone skills. * Ability to handle difficult and sensitive situations |
| **VALUES AND**  **ATTITUDES** | * Understanding of rights-based advice work * Openness to flexible working * Clear understanding of the importance of excellence in public service * Commitment to Equal Opportunities * Commitment to both aims of CAB Service and our principles * Ability to deal with volunteers and the public in a competent, respectful and caring manner. * Positive attitude to partnership working |
| **KNOWLEDGE** | * Areas of law commonly dealt with in a CAB setting – Welfare benefits, debt, housing, employment etc. * Working within the advice sector * Key principles of CABx. * Understanding of the importance of support, development and motivation * Health & Safety & Data Protection legislation * Understanding of current social policy issues * Understanding of local and national policies and structures relevant to CAB work |