

JOB SPECIFICATION

Title of Post:	Advice Coordinator
Location:	To cover various Norfolk offices
Responsible to:	Operations and Development Manager
Hours of Work:	37 hours per week

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 advice in our offices.

Role Purpose: To coordinate the bureau's advice and information service in the Norfolk area within the aims, policies 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.

PERSON SPECIFICATION			
	Essential	Desirable	How tested
Personal Qualities	<ul style="list-style-type: none"> • 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. 		<p>Application/ interview</p> <p>Application/ references</p> <p>Interview</p> <p>Interview/references</p> <p>Application/ interview</p> <p>Application/ interview</p> <p>Application/ interview</p> <p>Application/ interview</p>
Knowledge	<ul style="list-style-type: none"> • Understanding of the issues affecting society and their implications for clients and service provision. 		Application/interview

Skills & Experience	<ul style="list-style-type: none"> • 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/references Application/interview Application/interview/ references Application/interview Application/interview Application/interview Application/interview
Qualifications	Fully qualified CAB adviser or a willingness to work towards this.		Application Application
General		Access to personal transport	Application

