

Advice Session Supervisor

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Jane Ferguson (Senior Advice Service Manager) by emailing jane@northyorksca.org.uk or calling 01423 637250



Overview of North Yorkshire Citizens Advice & Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

The Advice Session Supervisor will be responsible for providing support and supervision to staff and volunteers within our Harrogate office, as well as team members working remotely or at outreach settings. Occasional cover for our Skipton office will also be required. Advice Session Supervisors have excellent communication skills, the ability to work under pressure in a busy environment, and a commitment to self-development.



Job description

- Managing the practicalities of the advice session and ensuring adequate staffing and resources
- Providing an appropriate level of support and supervision to staff and volunteers, for example guiding the team to information sources, checking that all aspects of a client's situation have been considered and checking that follow up work is progressed
- Monitoring the case records/telephone calls of designated staff to meet quality standards and service level agreements
- Adapting the level of support to individual competence and need, and taking account of the team as a whole
- Ensuring remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice
- Keeping technical knowledge up to date and providing technical support to advisers and/or caseworkers
- Creating a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Undertaking advice work as and when required
- Keeping up to date with Citizens Advice aims, policies and procedures and ensuring these are followed

- Keeping up to date with research and campaigns issues and ensuring research and campaigns is promoted and integrated in a way relevant to the role
- Attending regular team meetings and any other meetings relevant to the role
- Working cooperatively with colleagues and encouraging good teamwork, clear lines of communication and common practices within the team
- Identifying own learning and development needs and take steps to address these
- Carrying out any other tasks within the scope of the post to ensure the effective delivery and development of the service.



Person specification

1. Demonstrable experience of delivering advice to clients on a broad range of subjects, such as benefits, debt, and housing, and be signed off as a Citizens Advice Generalist Adviser or have completed equivalent training, e.g. from organisations holding the Advice Quality Standard (AQS)
2. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service
3. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff
4. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
5. Ability to communicate effectively verbally and in writing
6. Demonstrable understanding of the issues affecting society and their implications for clients and service provision

7. Ability to check accuracy of calculations, e.g. benefit checks
8. Excellent IT skills including use of case recording systems and use of electronic resources in the provision of advice
9. Ability to handle complex and challenging client interactions while maintaining professionalism
10. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.

Office locations

Harrogate office: Audrey Burton House, Queensway, Harrogate, HG1 5LX

Skipton office: 49 High Street, Skipton, BD23 1DH

What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.

We are a disability confident employer and welcome candidates who will be using access to work.