



Generalist Casework Supervisor

Responsible to: Service Manager

Salary: £33,437.00 FTE (Scale 7, Band 1)

PURPOSE OF THE JOB

- To provide an effective advice service on the full range of advice enquiry areas which meets Citizens Advice service quality standards and funder requirements
- To identify and highlight social policy issues with a view to influencing policy and effecting change
- To provide support to generalist advisers to increase their competency and skill.

MAIN DUTIES

1. Advice and Casework

- 1.1 Provide a high-quality and in-depth advice and casework service to clients that meets Citizens Advice standards and funder requirements, covering the full range of Generalist enquiry subjects, including benefits, debt and housing
- 1.2 Manage own caseload and be able to work independently at outreach locations, including home visits
- 1.3 Ensure that all work conforms to the organisation's systems and procedures.

2. Casework Supervision

- 2.1 Train and induct less experienced generalist advisers on the full range of advice areas and remedies, including benefits appeals, homelessness applications and negotiating with creditors
- 2.2 Ensure the quality of advice and information given to clients by generalist advisers by regular checking of case records, letters, leaflets etc., in compliance with agreed organisational standards and funder requirements
- 2.3 Maintain a library of reference material and case law on generalist advice subjects
- 2.4 Ensure that all work conforms to the organisation's systems and procedure

3. Policy and Campaigns

- 3.1 Assist with policy and campaigns work by providing information about clients' circumstances in relation to social policy issues
- 3.2 Provide case studies and statistical information on the nature of cases, where there is a social policy issue

3.3 Ensure that all work conforms to the organisation's systems and procedures.

4. Information Technology

4.1 Proficiency in the use of Microsoft Office suite of packages, particularly Word, Outlook, PowerPoint and Excel

4.2 Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production.

5. Administration

5.1 Maintain detailed case records using Casebook, or other suitable computer data-base package, for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation

5.2 Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production

5.3 Provide statistical information as requested for reporting purposes on the number of clients and nature of cases

5.4 Ensure that all work conforms to the organisation's systems and procedures.

6. Confidentiality and Data Handling

6.1 Ensure information assurance training is undertaken on an annual basis and that all sensitive data is adequately protected and handled in accordance with the organisation's confidentiality systems and procedures; and in line with data protection regulations.

7. Working with Others

7.1 Develop and maintain good working relationships with the team, sharing information and making a positive contribution

7.2 Develop and maintain good working relationships with other statutory and voluntary service providers and other external stakeholders, relevant to the project beneficiary group.

8. Public Relations and Liaison

8.1 Promote the work of Citizens Advice Westminster both locally and nationally; as required

8.2 Represent the organisation and attend relevant internal and external meetings; as required by the line manager.

9. Professional Development

9.1 Keep informed of new and changing legislation relevant to the post, and of local issues and policies

9.2 Complete 16 hours per annum or equivalent, of technical debt advice CPD accredited training or qualifying learning activity, and to maintain an up-to-date training record

9.3 Read the regular Citizens Advice circulars and information items

9.4 Attend regular training to develop knowledge, skills and expertise

9.5 Use computers in areas relevant to the post. The postholder must be willing to undergo training in the use and application of information technology as needed to carry out relevant tasks to this post

9.6 Be able to identify own training needs through feedback and self-assessment, and discuss same with line manager, taking responsibility for own development

9.7 Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

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10. Policies of the Citizens Advice service

- 10.1 The postholder must understand, and be committed to, the aims, principles and policies of the organisation and the Citizens Advice service
- 10.2 The postholder shall at all times have due regard for the aims, principles and policies of the Citizens Advice service, positively promote the same; protecting the integrity and reputation of the service in the planning and execution of their duties.

11. Other Responsibilities

- 11.1 Willingness to work in a way that contributes to a positive working environment for all staff and volunteers
 - 11.2 Willingness to take a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion, with prior notification. The staff TOIL policy will apply
 - 11.3 Willingness to work at any premises of Citizens Advice Westminster or outreach venue as required; ensuring effective service delivery
 - 11.4 Willingness to abide by the Health and Safety guidelines of the organisation, having due regard for your own health and safety, and the health and safety of others
 - 11.5 Willingness to carry out any other related tasks, as required by the line manager, which are compatible with the functions of the post.
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PERSON SPECIFICATION

Requirement	Essential or Desirable	Test (Application, Interview, Probation)
Qualifications / Education / Training:		
1. Must have completed the Citizens Advice adviser learning programme or other advice qualification	E	A
Experience:		
2. A minimum of 3 years' (full-time equivalent) post-qualification experience of providing good quality and in-depth generalist advice and casework to clients	E	A, I
3. A minimum of 1 years' experience of supporting and supervising the work of debt advisers	D	A, I
Knowledge and Understanding:		
4. Good working knowledge of ICT packages, in particular the ability to use IT to maintain databases, record cases and write reports	E	A, I, P
5. Understanding of working within an efficient case management system to provide effective generalist advice and casework, that achieves positive outcomes for clients	E	A, I, P
6. Understanding of the issues affecting society and their implications for people, and the services provided to address these	E	A, I, P
7. Understanding of the need to monitor the experience of clients and the difference our advice makes, in order to support effective policy and campaigns activities and the securing of further funding	E	A, I, P
8. Must have a clear understanding of, and commitment to, Citizens Advice service's aims, policies and principles	E	A, I, P
9. Must have a clear understanding of, and commitment to, the Citizens Advice Equality & Diversity policies, and the ability to incorporate these into all aspects of your work	E	A, I, P
Skills and Competencies:		
10. Excellent communication skills, including the ability to deal appropriately with a range of people both face-to-face and on the telephone as well as having effective writing skills	E	A, I, P
11. Ability to act on the client's behalf including negotiating with third parties and drafting Common Financial Statements	E	A, I, P
12. An ordered approach to casework and an ability and willingness to follow and develop agreed organisational procedures	E	I, P
13. Numeracy skills required to understand statistics and check calculations	E	I, P

14. Ability to analyse and interpret complex information	E	I, P
15. Ability to plan and organise the work of others, with the skills to encourage and support advisers to improve their knowledge and competency in the area of Debt advice	E	I, P
16. Ability to plan and organise one's own work in making day-to-day decisions whilst continuing to maintain standards and meet deadlines, particularly when under pressure	E	I, P
17. Ability to work on one's own initiative with minimal supervision, using discretion and preserving confidentiality	E	I, P
18. Ability and willingness to work well within a team, sharing information and contributing positively, whilst being able to challenge sensitively and receive constructive feedback.	E	I, P
Personal Attributes:		
19. Good interpersonal skills and the ability to relate to a wide cross section of people, including the ability to deal with potentially difficult or stressful situations, whilst maintaining a professional approach.	E	I, P
20. A positive and adaptable approach to a changing environment.	E	I, P
21. A flexible approach to service delivery, including a willingness to work outside normal office hours if required.	E	I, P
22. Self-motivated with an ability to work on one's own initiative.	E	I, P