

# Session Supervisor

## Job Description and Person Specification



### Summary of main responsibilities

The Session Supervisor will ensure the provision of a quality advice and information service to the public by supporting and assisting advice workers on a day to day basis. In addition, the post holder will be responsible for ensuring the operation of the bureau systems and procedures and providing quality of advice case checking for all advice given.

### General Responsibilities

- Provide support for all advice workers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions
- Ensure quality of advice by monitoring client records and identifying advice worker training and/or support needs
- Ensure that advice workers produce accurate, legible and complete client records
- Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously
- Ensure that ongoing cases are progressed, recorded and filed appropriately
- Prepare a monthly report detailing comparative statistics and client financial gain for presentation to the Operations Manager/Bureau Manager and/or Board of Directors
- Assist the Training Co-Ordinator in meeting the training needs of volunteer workers
- Assist the Operations Manager/Bureau Manager in matters relating to the production of the CAB's Annual Report and organisation of the Annual General Meeting
- Ensure that the CAB statistics required by Citizens Advice Scotland are forwarded to schedule
- Ensure all staff are using appropriate bureau systems and procedures
- Provide training in use of office systems to bureau staff
- Provide assistance to recruitment, and training system improvements
- Process client case records, and ensure continuity and confidentiality
- Control bureau correspondence procedures
- Undertake other tasks as may reasonably be requested by the bureau manager or board of directors.

### Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

## **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- To share evening and weekend operational hours on a rotational basis with other paid staff.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## SESSION SUPERVISOR - PERSON SPECIFICATION

SESSION SUPERVISOR	COMPETENCIES
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Literate</li> <li>• Numerate</li> <li>• Willing to undertake appropriate further education and training</li> <li>• Completion of Adviser Training Programme.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven ability to manage/supervise others, including ability to recruit, develop and motivate staff</li> <li>• Ability to research, analyse and interpret complex information</li> <li>• Ability to monitor and maintain recording systems</li> <li>• Working with Microsoft programmes</li> <li>• Team working with staff and/or volunteers</li> <li>• Good working knowledge of Welfare Benefits, Debt, Housing and Employment Advice</li> <li>• Communicating and liaising with varying organisations</li> <li>• Delivery of advice and information services to clients</li> <li>• Proven ability to develop individuals or groups by providing support, guidance, tutoring and/or training.</li> </ul>
<b>SKILLS AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Ability, at most times, to work without supervision</li> <li>• Excellent communication skills</li> <li>• Positive interaction with staff and volunteers</li> <li>• Record keeping</li> <li>• Front line contact skills</li> <li>• Keyboard and computing skills</li> <li>• Appropriate telephone skills.</li> </ul>

<b>VALUES AND ATTITUDES</b>	<ul style="list-style-type: none"> <li>• Openness to flexible working</li> <li>• Clear understanding of the importance of excellence of customer service</li> <li>• Equal opportunities attitude</li> <li>• Ability to deal with volunteers and the public in a competent and caring manner.</li> <li>• A commitment to continuous professional development</li> <li>• Ability to commit to the Aims and Principles of the Citizens Advice Service</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Microsoft Word, Excel and databases</li> <li>• Working within the advice sector</li> <li>• Key principles of CABx.</li> </ul>