



Hillingdon and Ealing Citizens Advice Ltd

AREA SUPPORT OFFICE, Key House, 106 High Street, Yiewsley UB7 7BQ

Our ref: Recruit/cover letter
Fax No: 01895 422510
Date: 2010/11

Dear Applicant

Re: ADVICE SESSION SUPERVISOR

If you are interested in working as an Advice Session Supervisor for Hillingdon & Ealing Citizens Advice, and feel you have the necessary experience and personal qualities we need, you are invited to submit an application that we will hold on file for a month. In this period we will consider your application and if your application meets our criteria for interview we will then contact you. We apologise for not being able to reply individually to applicants who are not short listed but thank you for making your application and for your interest in HECA.

We will keep your application on file for 3 months. If you have not heard from us after 3 months, or if you wish to update your details and/or application, then please submit a fresh application.

I enclose an application pack which includes the following:

- Job description
- Person specification
- HECA Job Application Form
- HECA Equal Opportunities Statement
- HECA Equal Opportunities Monitoring Form
- NACAB Aims, Policies and Principles

Please send your completed application in an envelope marked confidential to the above address.

I look forward to receiving your application.

Yours sincerely,

Barrie Evans
Finance, IT & Admin Manager

HILLINGDON ADVICE & INFORMATION LINE 0844 848 7903 Website: www.hillingdoncab.org.uk

Registered office: Hillingdon CAB Service Limited, AREA SUPPORT OFFICE, Key House, 106 High Street, Yiewsley UB7 7BQ
Charity registration number 1045991, Company Limited by guarantee, Registered number 3028957 England

Community
Legal Service



HILLINGDON AND EALING CITIZENS ADVICE

JOB DESCRIPTION

Designation:	Advice Session Supervisor
Reporting to:	Team Leader
Responsible for:	Advisers, trainees and voluntary workers
Salary scale:	SO2 pt 32 – 34 £28,438 - £30,002 Pro-Rata (inc. Outer London Weighting)
Hours of Work:	Part Time (2 days +) / Flexible Working / Casual Work
Duration:	Temporary (subject to continued funding)

Purpose of Job

To supervise the provision of a high quality advice and information service, check the quality of case records and ensure take-up of social policy issues in accordance with the aims, policies, principles and standards of advice of the CAB service.

Main Duties

1. Quality of Advice/Service delivery

- 1.1 Provide support and supervision to staff and monitor the quality of advice given to clients during advice sessions and whenever necessary to ensure that standards meet NACAB requirements.
- 1.2 Provide technical support and act as consultant to the advisers.
- 1.3 Assist the Team Leader in ensuring adequate cover from available staff to deliver the agreed service and advise them on staffing and service delivery issues as required.
- 1.4 Manage the practicalities of the advice sessions, ensuring all relevant policies and procedures are followed during the advice sessions.
- 1.5 Check the quality of case records, advice given to clients and action taken on behalf of clients by regular case checking and file review. Provide appropriate feedback to advisers and their line managers on the work assessed.
- 1.6 Assist the Team Leader in maintaining standards of service delivery, by: monitoring their effectiveness; contributing to the development of new methods of service delivery; and consulting with staff, user groups and others.
- 1.7 Ensure that appropriate systems are maintained for case recording, statistics follow up work and quality control.
- 1.8 Implement complaints procedures in accordance with NACAB guidelines.
- 1.9 Undertake advice work as and when required.

2. Social policy and monitoring

- 2.1 To promote and undertake social policy work in line with the twin aims of Citizens Advice by ensuring bureau evidence forms are completed and action taken that address social policy concerns of local and national interest.
- 2.2 Ensure accurate statistical recording takes place on number and type of clients and the nature and outcome of cases so that regular reports can be provided.
- 2.3 Assist the Team Leader with social policy work by providing information about clients' circumstances as required.
- 2.4 Participate in local/regional social policy action with HECA's projects, partner agencies and Citizens Advice social policy working groups.

3. Staff supervision

- 3.1 Participate in regular meetings of paid and unpaid staff as required.
- 3.2 Encourage good teamwork and communication between all members of staff.
- 3.3 Line manage designated advisers through the provision of regular formal supervision sessions and annual appraisals.
- 3.4 Assist the Team Leader in implementing employment policies and procedures in accordance with Citizens Advice and HECA procedures.
- 3.5 Participate in the recruitment of staff by contributing to briefing sessions.

4. Training and professional development

- 4.1 Keep informed of all new relevant legislation and changes in existing legislation and social policy by reading the NACAB monthly pack and relevant publications.
- 4.2 Participate in training and promote the use of new technology and information & communication systems (ICT) as needed to carry out the tasks of the post.
- 4.3 Attend regular training to develop knowledge, skills and expertise and assist with training activities as required by the Team Leader.
- 4.4 Identify the training needs of advisers through support and supervision and participate in the organisation's training and development plan.
- 4.5 Assist the Team Leader in the recruitment, induction and training of new advisers to Certificate in Generalist Advice Work standard.

5. Administration

- 5.1 Ensure that the bureaux' information sources and publicity are up to date.
- 5.2 Be responsible for own file management and letter writing and implement administrative procedures as directed by the Team Leader.
- 5.3 Maintain and monitor effective and efficient administrative systems.

HILLINGDON & EALING CITIZENS ADVICE

ADVICE SESSION SUPERVISER

PERSON SPECIFICATION

There are five main areas of competence for the Advice Session Supervisor:

- Ensuring the quality of advice
- Supervising individual advisers and the team
- Managing the practicalities of the advice session
- Evaluating own practice and identifying development needs
- Specific underpinning knowledge needed in the main enquiry areas (Benefits, Housing, Employment, Debt, Immigration & Nationality)

You will need to show how you meet the following essential requirements. Short-listing for interview is based on the information you provide against each of the criteria below.

1. Work experience

Ideally you will have significant recent and ongoing full-time or part-time equivalent experience of:

- 1.1 Supervising and enabling case workers (including volunteers) to give high quality advice and information to the public.
- 1.2 Advising clients and carrying out casework in all the CAB enquiry areas.

2. Skills/abilities

You must have the following skills/abilities:

- 2.1 Work effectively and flexibly as a member of a team. This must include ability to communicate effectively in writing and in person.
- 2.2 Support, supervise and motivate advice workers and trainees to develop their full potential.
- 2.3 Plan and manage your own work and work of others in a pressured environment. To set priorities, meet deadlines and monitor performance.
- 2.4 Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- 2.5 Ability to analyse, interpret and communicate complicated information to advisers/clients, and to negotiate with outside agencies.
- 2.6 Ability to monitor, maintain and improve casework systems and procedures.
- 2.7 Ability to keep underpinning knowledge up to date at a sufficient standard.
- 2.8 Ability to use IT, including CASE and EIS, in the provision of casework and 'Word' in the preparation of letters, reports and submissions.
- 2.9 Understanding of the issues involved in interviewing clients.

- 2.10 Understanding of the issues affecting society and their implications for clients and service provision.
- 2.11 Numeracy skills to the level required by the tasks.
- 2.12 Work occasional evenings and weekends as required.

3. Policies of the CAB Service

- 3.1 Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.



HILLINGDON & EALING CITIZENS ADVICE

Note: Please complete this form in **black ink**, to enable clear photocopying

APPLICATION FOR APPOINTMENT

Please specify post : _____

How many days per week: 3, 4 or 5 (please circle – you may indicate more than one)

Surname: _____ Date of Birth: _____

First Names: _____ Tel Home: _____

Home Address: _____ Tel Work: _____

_____ May we contact you at work: Yes/No

REFERENCES

Please give below the names and addresses of two referees.

First Referee (current employer)
* previous employer if unemployed

Second Referee

Name.....

Name.....

Position Held.....

Position Held.....

Address.....

Address.....

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NOTICE

If applicable, what period of notice are you required to give?

Your completed application and/or any enquiries relating to your application should be addressed to:

**Hillingdon & Ealing Citizens Advice, Area Support Office,
Key House, 106 High Street, Yiewsley, Middx UB7 7BQ (Tel: 01895 422479)**

Please mark any correspondence

‘Private & Confidential’

1. Relevant Work and Life Experiences

This would include your current/previous employment, school placements, voluntary work and life experiences (continue on a separate sheet if necessary).

Dates From To	Employment/Voluntary Work etc.

2. Education and Training

Please list your education and training (including short courses). Continue on a separate sheet if necessary.

Dates From To	Nature of Course

3. Reasons for Applying

Give reasons for applying for this job demonstrating how you meet each of the criteria listed in the person specification giving examples of your relevant skills and experience.

Any additional information which you wish to provide should be limited to no more than two sides of A4 paper.

4. Miscellaneous

Do you hold a current full driving licence? YES/NO

Do you speak languages in addition to English?
(please list)

Number of days absence through illness in the last 2 years _____

Number of occasions absent through illness in the last 2 years _____

Have you been interviewed and tested for a post with HECA previously? YES/NO
If yes, in which year and month? _____

Are you registered disabled? YES/NO

Do you consider yourself to have a disability? (please give details)

Is there anything in your medical history such as a serious illness, injury or surgery which may affect your ability to do this job? YES/NO

If YES is there anything we could provide to assist you? _____

Are you entitled to work in the UK? YES/NO

How did you learn of this vacancy? _____

DECLARATION

The information given in this application is, to the best of my knowledge, true and accurate.

Signature: _____ Date: _____

Equal Opportunities



The CAB service is committed to equal opportunities for all.

Hillingdon CAB Service is fully committed to the Service's Equal Opportunity policies. These cover all aspects of the Service, including the way it is provided, the ways people can gain access to it and the way we employ people to work within it.

With regard to recruitment, we aim to ensure that no applicant receives less favourable treatment than another on the grounds of race, sex, disability, HIV/AIDS, sexuality, class, age or any other unfair criterion.

Our recruitment procedures are designed to ensure that all job applicants are considered solely on the basis of their aptitudes and abilities in relation to the requirements of the job.

This includes shortlisting without reference to personal details. We would, however, request you to complete our equal opportunities monitoring form.

The purpose of this statement is to make clear Hillingdon CAB's commitment to the principles of Equal Opportunities and to assure all applicants that their application will be dealt with fairly. Hillingdon CAB is committed to taking positive action to implement equal opportunities for people facing discrimination and to ensuring that its workforce is representative of the whole community.

HILLINGDON CITIZENS ADVICE BUREAUX SERVICE

EQUAL OPPORTUNITIES MONITORING INFORMATION

THIS FORM WILL NOT BE SEEN BY THE SHORTLISTING/INTERVIEWING PANEL.

The CAB Service aims to provide equal opportunities and fair treatment for all people applying to be bureau workers, regardless of race, sex, disability or whether they are lesbians or gay men.

The Service is also committed to ensuring that bureau workers reflect the community that they serve. In order to monitor the effectiveness of the Equal Opportunities Policies, we would be grateful if you would complete this monitoring form.

We assure you that:

- The information provided will not be seen by the shortlisting/interviewing panel or form the basis of any part of recruitment and selection.
- The information from the application form is confidential and will only be used for statistics.
- Should you choose not to complete this section, this will not affect your application.

A. Please tick FEMALE MALE POST REFERENCE

B. Please indicate your age group.

Under 25 25 – 34 35 – 44 45 – 59 60 - 64 65+

C. Do you have a responsibility for the care of the following:-
e.g. Children: YES NO Elderly: YES NO Disabled: YES NO

D. Please indicate which ethnic group you belong to (N.B. these categories are recommended by the Commission for Racial Equality).

- | | | | |
|---------------------------------------|--------------------------|-------------------------|--------------------------|
| A. White | <input type="checkbox"/> | F. Indian | <input type="checkbox"/> |
| B. Irish (white) | <input type="checkbox"/> | G. Pakistani | <input type="checkbox"/> |
| C. Black Caribbean | <input type="checkbox"/> | H. Bangladeshi | <input type="checkbox"/> |
| D. Black African | <input type="checkbox"/> | I. Chinese | <input type="checkbox"/> |
| E. Black Other (please specify) | | Z. Other (please spec). | <input type="checkbox"/> |

E. Would you describe yourself as having a disability? YES/NO

Are you registered disabled? YES/NO

F. The Citizens Advice Bureau Service has a specific equal opportunities policy for Lesbians and gay men, and is committed to positive action to implement the policy.

Due to the nature of discrimination against lesbians and gay men, the service has decided, after extensive discussions, not to conduct quantitative monitoring of lesbians and gay men.

Would you like to make any comments about our monitoring form?

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THE AIMS OF THE SERVICE

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available, or through an inability to express their needs effectively.

and equally

To exercise a responsible influence on the development of social policies and services, both locally and nationally.

THE FOUR PRINCIPLES OF THE SERVICE

- Free
- Confidential
- Impartial
- Independent

ANTI-RACISM POLICY

Citizens Advice Bureaux Service, in compliance with its aims and principles:

- Is opposed to all forms of racism and discrimination and is committed to ensuring that all services are equally available to all people.
- Will resist and challenge acts of discrimination and support its clients and staff when confronted with racial harassment.
- Seeks actively to conform to the 1976 Race Relations Act and the 1984 Commission for Racial Equality (CRE) Code of Practice.
- Is an Equal Opportunities Employer and encourages participation of black and other ethnic minority communities at all levels of the Service.

POLICY AGAINST DISCRIMINATION AGAINST LESBIANS AND GAY MEN

This Association resolves, in compliance with its aims and principles, and its Equal Opportunities Policy:

- a) to actively oppose acts of discrimination against lesbians and gay staff;
- b) to challenge acts of discrimination and harassment against lesbians and gay men and to support its clients and staff when confronted with such acts;
- c) to adopt practices to eliminate discrimination against lesbians and gay men;
- d) to fully incorporate into its training, awareness of issues affecting lesbians and gay men;
- e) to make positive efforts to ensure that the service is available to lesbians and gay men and that the specific advice and information needs of lesbians and gay men are met;

- f) to contribute information and support efforts of other groups within the community to make discrimination against lesbians and gay men on the grounds of their sexuality illegal.
- g) to continue to incorporate into its information system items in all subject areas of relevance to lesbians and gay men;
- h) to seek representation from lesbian and gay groups on local Management Committees, Area Committees and Council.

POLICY WITH REGARD TO POSITIVE ACTION TOWARD WOMEN IN THE SERVICE

This Association resolves, in compliance with its aims and principles and its Equal Opportunities Policy to undertake, resource and monitor a programme of positive action to ensure that at all levels and in all aspects of its work, the service:

- a) actively conforms to the Sex Discrimination Act and to the 1985 Equal Opportunities Commission Code of Practice:
- b) actively opposes acts of discrimination, harassment, and sexual harassment against women:
- c) challenges acts of discrimination, harassment and sexual harassment against women and supports its clients and staff when confronted with such acts:
- d) adopts practices to eliminate discrimination, harassment and sexual harassment against women staff:
- e) adapts terms and conditions of employment which eliminate discrimination, harassment and sexual harassment against women staff:
- f) incorporates fully into its training for all staff, awareness of issues affecting women and of their advice needs:
- g) ensures that the training needs of women in the service are met:
- h) seeks specific representation from Womens Groups on all local Management Committees, Area Committees and Council:
- i) identifies levels at which women are under-represented and takes positive steps to ensure full participation of women at all levels of the Service.