

# Advice Co-ordinator

**Employer: Citizens Advice Mid Ulster**

**Salary: £25,694 per annum based on 37.5 hours per week, pro rata currently to 30 hours per week. Hours may be increased subject to funding. Hours and days worked are negotiable.**

**Location: across Mid Ulster District**

**Report to: Manager**

## Job Description & Person Specification

### Job Description

#### Context of role

To provide coordination of the provision of Generalist Advice, Information and Advocacy Services in the Mid Ulster District across various current and future contracts from varying sources over time throughout the Mid Ulster area. To work closely with the Manager on a day to day basis to eliminate duplication in workloads.

#### Learning, development and training

- Identify learning and development needs of designated staff and contribute to the bureau's learning and development plan.
- Develop inclusive learning and development activities to meet quality standards and the bureau's learning and development plan.
- Facilitate inclusive group and / or one-to-one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
- Contribute to the assessment of competence of designated staff.
- Co-ordinate assessment activities and make final decisions on competence.

#### Supervising advice sessions and / or casework

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.
- Ensure 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.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

## **Staff management**

- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction of new staff as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.

## **Generic**

- Undertake advice work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular bureau and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

## **Networking and partnerships**

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use influencing skills to promote the bureau and foster good relationships with external organisations.

## **Person specification**

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- Knowledge and experience of all areas of advice dealt with by Citizens Advice with specialist level training and/or experience in at least four areas.
- 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.
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability to communicate effectively verbally and in writing.
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision.

- Demonstrable understanding of the issues involved in interviewing clients.
- Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff.
- Proven ability to monitor and maintain service delivery against agreed targets.
- Ability to monitor and analyse statistics and check accuracy of calculations.
- Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training.
- Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
- Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
- Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
- Ability to monitor and maintain recording systems and procedures.
- A commitment to continuous professional development.
- Completion of a recognised Level 3 Advisor Training Programme, e.g. a programme provided by Citizens Advice or Law Centre (NI).
- A minimum of 3 years experience post qualification, gained within the last 5 years, of providing generalist advice and benefit calculations to the public in a social welfare context and 2 years experience of welfare benefits casework