



Job description

Job title: Session Supervisor/Quality Assurance
Responsible to: Bureau Manager
Responsible for: Supporting advice sessions and quality assurance two days a week

Role summary

In co-operation with other bureau staff, the Session Supervisor/Quality Assurance worker will be responsible for the support and supervision of advisers and for ensuring that the quality of the advice that they deliver meets bureau standards.

Job description

- Responsibility for ensuring the quality of generalist services delivered to clients within the bureau and the wider Nairnshire community
- Provide advisers with appropriate supervision, support and feedback to continuously improve the quality of advice and information supplied to clients
- To assist with the annual volunteer appraisals and development reviews
- Liaise with specialist advisers to ensure that an integrated service is provided to clients
- Ensure that case records are accurately and fully entered in to CASTLE in accordance with CAS quality of advice guidelines and procedures – this includes following the case checking procedure
- Ensure there are sufficient advisers to provide a service on a day-to-day basis
- With other staff, participate in the CAS peer review process
- Undertake other administrative tasks when delegated by Bureau manager

Volunteers are the lifeblood of the CAB service and we are seeking someone who can help us to support and supervise these volunteers and other advisors. You must have experience of supporting advice sessions; advice giving and have excellent oral and written communication skills.

Good organisational skills and IT skills are essential.

Person specification

Session supervisor/Quality Assurance	COMPETENCIES
QUALIFICATIONS	<ul style="list-style-type: none"> ○ Completion of CAB adviser training or willingness to do this. ○ Willingness to undertake ongoing training
EXPERIENCE	<ul style="list-style-type: none"> ○ Recent experience of providing support to front line volunteer advisers in relation to financial advice /debt advice/ welfare rights and benefits advice / relationship breakdown / housing / homelessness and related practical advice in a Bureau or similar advice setting ○ Experience of personal development of advisers ○ Recent experience of advice giving ○ Current knowledge of welfare rights legislation and money/debt advice ○ Experience of facilitating team meetings ○ Team working with staff and/or volunteers
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> ○ Ability to work on one's own initiative and to prioritise workload ○ Ability to motivate others and work in a team setting ○ Ability to display flexibility in a challenging working environment ○ Experience of using computer packages, including Microsoft Office ○ Ability to prepare reports ○ Good written and oral communication skills ○ Knowledge of methods of assessing training needs
VALUES AND ATTITUDES	<ul style="list-style-type: none"> ○ Understanding and commitment to CAB aims and principles ○ Commitment to team working ○ Ability to deal with volunteers and the public in a competent and caring manner. ○ Equal opportunities attitude
KNOWLEDGE	<ul style="list-style-type: none"> ○ Microsoft Office applications ○ Working within the advice sector ○ Key principles of CABx.