

## JOB DESCRIPTION

<b>Job Title:</b>	Advice Session Coordinator (Citizens Advice Islington)
<b>Responsible to:</b>	Head of Advice
<b>Salary:</b>	£22,800 per annum for 21 hours per week (based on £38,000 per annum full time)
<b>Hours:</b>	21 hours (3 days) per week, excluding lunch, working on Monday, Tuesdays and Fridays 9am-5pm.
<b>Contract:</b>	Permanent
<b>Location:</b>	Office based role at 222 Upper Street, Islington, N1 1XR

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### CITIZENS ADVICE ISLINGTON

Citizens Advice Islington is an advice service provided by RCJ Advice – Citizens Advice & Law Centre ([www.rcjadvic.org.uk](http://www.rcjadvic.org.uk)). The service is for residents of the London Borough of Islington, provided through a mix of telephone, online and in-person support based from our office on Upper Street in Islington. This role will be office-based for the 3 days per week.

### JOB PURPOSE:

- Supervision of the generalist advice service within the Citizens Advice Islington service
- Ensuring appropriate volunteer support
- Maintaining regular quality assurance (QAA) checks for service delivery

### DUTIES AND RESPONSIBILITIES

#### Service Delivery

- Manage the practicalities of generalist advice sessions.
- Ensure delivery of agreed level of service and adequate staff and volunteer cover.
- Ensure that systems are maintained for case recording, statistics and follow up work.

- Ensure all relevant policies and procedures are followed during the advice session.

### **Supervision and Management**

- Supervise the work of staff and volunteers to ensure that standards meet Citizens Advice Quality of Advice (QAA) requirements.
- Provide training of new volunteers in conjunction with the training lead and the two other Advice Session Coordinators.
- Attend regular staff and volunteer meetings.
- Support volunteers through the provision of regular feedback & learning.
- Encourage good teamwork and lines of communication between all.
- Liaise with the Head of Advice with regards any concerns or complaints.

### **Professional Development**

- Keep up to date with legislation and undertake appropriate training, through self study and research.
- Identify and implement own training and development needs.
- Identify the training needs of volunteers through support and contribute to their learning.
- Attend relevant internal and external meetings as agreed with the manager.

### **Monitoring**

- Monitor the quality of advice given to clients during advice session.
- Monitor quality of work from case records providing feedback.
- Review case samples for Quality of Advice requirements, and assist with campaigns and research work by gathering information about clients' circumstances through the appropriate channel.
- Monitor service provision to help ensure that it reaches the widest possible client group.
- Ensure work meets Citizens Advice and other related quality and RCJ Advice standards and policies.

### **Administration**

- Maintain and monitor effective and efficient administrative systems for both outreach and volunteer recruitment.
- Monitor health and safety policy regarding staff/volunteers, equipment, and premises within statutory requirements.

### **Planning**

- Promote and participate in partnership working with local advice providers.
- Participate in initiatives as appropriate.

- Coordinate activities, procedures, and systems to promote common policies and practices in the delivery of advice services.

### **Other duties and responsibilities**

- Conduct any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CA service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

### **Person specification**

- Extensive and up-to-date knowledge of social welfare areas of law including welfare benefits, universal credit, housing, debt, consumer, and employment gained in an advice setting.
- Experience of welfare benefits enquiries and universal credit issues
- Experience of supervising and supporting advice sessions, sometimes remotely, including paid staff and volunteers and trainee advisers
- Experience of inducting and training volunteers
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Ability to monitor and maintain recording systems and procedures including QAA assessments.
- Commitment to effective team working, including in an outreach setting.
- Demonstrable ability in maintaining and updating knowledge and experience.
- Ability to analyse and interpret complex information.
- Ability to motivate and empathise with volunteers.
- Effective oral and written communication skills.
- Ability to prioritise own work and the work of others, work to competing deadlines and manage workload in a pressured environment.
- Understanding of the issues affecting our clients and how this relates to service provision.
- Understanding of and commitment to the aims and principles of Citizens Advice with a commitment to equity, diversity, and inclusion.