



Hart Portsmouth
Rushmoor
Joining Forces for Families



Job Role:: Supervisor/ Adviser

22.5 hours per week (3 days)

- FTE Salary – £23,500 (£14,100 pro-rata + 5% Pension Contribution)
- Secondment or Fixed Term Contract for 2 years

Reporting to: Project Manager

Job Purpose:

- To provide an independent, impartial and confidential advice service to serving personnel families in armed force bases across Hampshire
- To develop knowledge and resources specifically relevant to the armed forces communities
- To deliver the service in line with Citizens Advice standards and its quality of advice framework
- To provide supervision and guidance for quality of advice, case-checking independent file reviews

Main duties and responsibilities

1. Service delivery:

- 1.1. Working closely with the armed forces welfare team, provide an advice service to the serving personnel and their families through outreach appointments, telephone or other channels as appropriate
- 1.2. Use Advisernet information from Citizens Advice and other approved sources to assist clients to find a way forward with their problem
- 1.3. Develop knowledge of other agencies that can be signposted to assist the armed forces community
- 1.4. Maintain an accurate and up to date records for all clients using Citizens Advice case management system ,ensuing funder codes are used to capture key outputs of the service
- 1.5. Negotiate and act on clients' behalf when authorised and appropriate to do so with third parties
- 1.6. Deliver the service in line with Citizens Advice Performance Quality Framework
- 1.7. Ensure all services are delivered in line with the value of confidentiality , information assurance processes and office manual policies
- 1.8. Develop knowledge and expertise to deliver an effective and up to date service - taking ownership for personal continued professional development

- 1.9. Provide in depth knowledge to colleagues and be an expert source of information to the project as a whole about one of the following advice areas-money advice, housing or family relationships
- 1.10. Attend training, internal/ external meetings as appropriate and as directed by the Project Manager

2. Other Duties:

- 1.11. Supervision of casework and advice including case checking and independent file reviews .
- 1.12. Adhere to health and safety, information assurance policies and have due regard to other members of the team and organisation.
- 1.13. Additional tasks which may arise appropriate to the grade and nature of the job.

Experience and Knowledge

- Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
- At least 2 years proven ability of delivering advice as a Citizens Advice caseworker or generalist adviser or equivalent experience
- Aptitude to undertake supervision training if did not already hold qualification
- Knowledge of casework procedures and quality of advice requirements, including challenging decisions and appeals
- Ability to listen and question sensitively whilst maintaining control of the situation
- Ability to relate to clients identifying the best way forward to resolve their problems
- Experience of taking responsibility for managing key tasks, priorities and for meeting deadlines
- A commitment to continuous professional development, including a willingness to develop own knowledge and skills in advice topics related to the project's aims.

Skills

- Knowledge of (or an ability to develop this) and appreciation of the problems faced by the armed forces serving personnel and their families
- Good communication skills - both written and spoken. Ability to give positive and constructive feedback on quality of advice given
- Ability to be non judgemental , open minded and approachable
- Organised and able to sift through complex information to enable effective focus on priorities
- Good IT skills
- Able to work remotely and be self motivated as well as willing to contribute to a wider team

Qualifications

- Clean Driving Licence

- Citizens Advice Generalist Adviser level certificate as a minimum
- Giving Good Debt Advice certificate (*this can be obtained during employment subject to appropriate experience and knowledge being demonstrated*)
- This role may require the successful applicant to apply for an enhanced DBS check