



Adviceline Team Leader (Part time)

Job pack

Thanks for your interest in working at Citizens Advice Cheshire West. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation and role
- The role profile and person specification
- Our approach to equality and diversity
- The benefits of working at Citizens Advice

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Cheshire West works

WHO ARE WE: Citizens Advice Cheshire West (CACW) is a locally focussed charity which is the largest independent advice agency in Cheshire West and Chester. We operate four full-time offices, in Chester, Ellesmere Port, Northwich and Winsford, offering information, advice and assistance on most aspects of social welfare law. In 2017/18, we helped around 15,000 people from across the areas we serve.

WHAT WE DO: We provide free, impartial advice and information on a range of issues including employment, benefits, housing and debt. We offer a comprehensive service of information, advice, advocacy and representation, as well as working actively for change in the policies and practices of organisations that impact on the lives of the people we work with.

WHO WE WORK WITH: Through our daily interaction with residents from Cheshire West, we have an in-depth understanding of the issues local people are struggling with and we use our data and insight to tailor our services so that they help address the needs of local people.

RECOGNISING THEIR NEEDS: We recognise that problems don't just happen in isolation, but can have a severe effect on people's lives. Solving them helps to stop these situations escalating. The wider impact of advice (what we achieve as a result of solving problems and providing support) is just as important. Four out of every five people we work with said that our advice helped improve their lives.

THE DIFFERENCE WE MAKE: Having a problem can adversely affect a person's mental or physical health. 70% of the people we help say they feel less stressed and 46% say their physical health improved. This is also true for people with existing health conditions who require additional support from health services. 57% said they were better able to manage their condition after coming to us.

How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

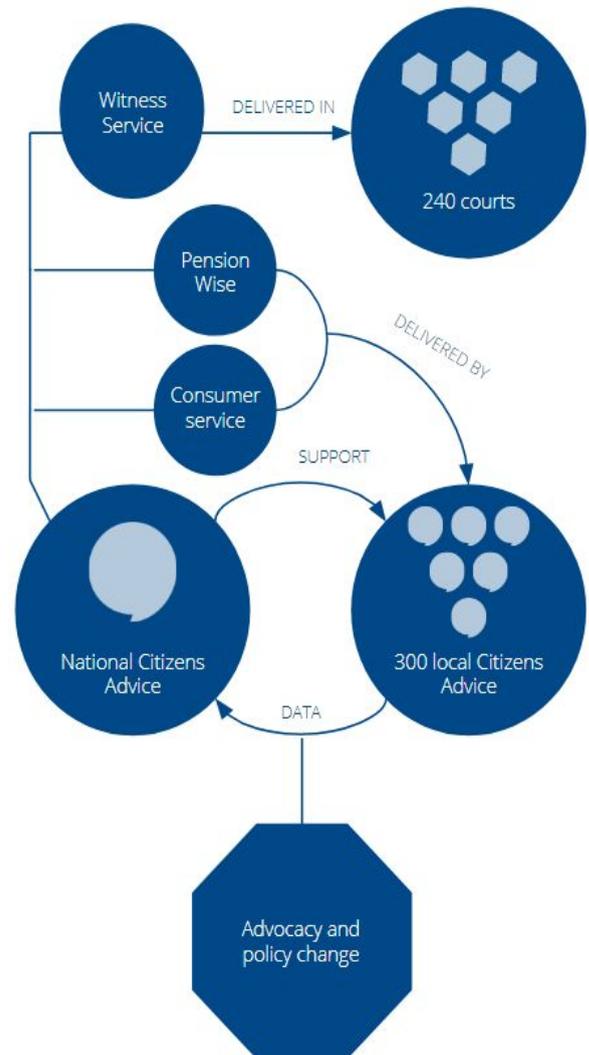
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Citizens Advice Cheshire West is the largest independent provider of generic advice within the district. With four separate offices across Cheshire West and over 100 volunteers and employees we are a locally focused charity providing free, impartial advice and information on a wide range of issues to our community.

This role involves working as one of two Adviceline Team Leaders and as part of the Volunteer Service providing support and supervision for Adviceline, our telephone advice service. Responsible for overseeing the telephone advice service to our clients, you will develop and support a team of volunteers whilst providing frontline telephone advice yourself. You will also be required to provide cover in our four Advice Centres as and when needed.



Role profile

Job Title:	Adviceline Team Leader
Reporting to:	Volunteer Service Manager
Salary:	£11,933 pa - 18.5 hours per week
Location:	Chester & Northwich
Role purpose:	<ul style="list-style-type: none">- The provision of practical support to volunteers and paid staff to ensure the smooth running of the Adviceline service.- Undertake the provision of telephone advice.- Cover Advice Centre Team Leader role as and when required.
Key accountabilities	Key elements/Tasks
Supervision	<ul style="list-style-type: none">- Support and supervise new and existing volunteers during Adviceline sessions using Citizens Advice advice model.- Undertake the provision of telephone advice.

	<ul style="list-style-type: none"> - Participate in the training of new Adviceline volunteers in the use of the telephony systems. - Check case records for quality of advice and feedback when necessary - Work with the Training Officer to identify volunteer training needs. - Complete 6 monthly support sessions with volunteers and feedback constructively.
Reports & documents	<ul style="list-style-type: none"> - Maintain statistics and collate and produce to a prescribed format. - Produce information from spreadsheets and databases.
Administration	<ul style="list-style-type: none"> - Where appropriate, provide administrative support to volunteers and paid staff. - Supervise volunteers undertaking administrative duties.
Meetings	<ul style="list-style-type: none"> - Attend/arrange appropriate internal and external meetings as agreed.
Other duties & responsibilities	<ul style="list-style-type: none"> - Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. - Work within Citizens Advice Cheshire West's Aims, Principles, Values and Behaviours policy. - Promote and work within the aims, policies, membership requirements and equal opportunities of the Citizens Advice Service. - Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team. - Attend and contribute to regular Support Meetings with your line manager. - Carry out any other related tasks as required by the management team to ensure the efficient provision of the service. - Contribute to frontline service delivery as and when required. - Identify own learning and development needs and take the necessary steps to address them.



Person specification

Key Essential Criteria

1. Have experience of giving face to face and telephone advice.
2. A commitment to, and the ability to work within, the aims, principles and policies of the Citizens Advice service.
3. The ability to supervise and support volunteers in an advice setting.
4. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of volunteers and paid staff.
5. The ability to plan and organize own work to meet deadlines under pressure.
6. Excellent IT skills.
7. Numeracy skills.
8. The ability to provide administrative support and to staff and volunteers in the use of Adviceline telephony systems.
9. The ability to work on own initiative and as part of a team.
10. Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone.
11. The ability to travel between advice centres.

Desirable

1. Have experience of the use of Adviceline and its functions in the provision of advice.
2. 12 months experience of volunteering or working within Citizens Advice.

Requirements for role

1. Awareness that Citizens Advice clients are at the heart of everything that we do.
2. A proven commitment to continuing professional development of self and wider team.
3. IT proficiency including competent use of Google and Microsoft Office.
4. Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.

