



Job description and person specification

Service Supervisor

Sheffield Citizens Advice provides generic and specialist advice services at 11 main sites and numerous smaller outreach sites, and via our telephone advice line. We seek to empower our clients and support them to improve their confidence and capability, including in relation to finance. We advise mainly on welfare benefits, debt, housing, employment, immigration and discrimination. We provide advice in numerous languages. We offer bespoke services for people with mental health problems, the Deaf community, the gypsy and traveller community, people in hospital, and refugees and asylum seekers. We provide advocacy services. We undertake specialist casework, including debt services and that undertaken by our legal service. We have well established partnerships and referral pathways including with social landlords and statutory services.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

Purpose of job

Our service supervisors are responsible for supervising the provision of generalist and specialist services to clients.

Service supervisors manage, supervise and support our paid staff and volunteers to support and empower clients to address their needs, and to provide tailored casework when this is needed.

Service supervisors support the management team to develop and implement service strategy, to ensure high quality service delivery and performance in accordance with contractual and other requirements, and to develop and implement service policy and practice.

Service supervisors provide advice, guidance and support to other staff, and support the provision of training and professional development in their fields of expertise.

Service supervisors lead and contribute to specific projects as agreed with their service manager.

Service supervisors themselves provide advice, advocacy and other services, including casework, including complex cases.

Service supervisors seek to support and empower clients to address their needs.

Service supervisors provide advice that is accessible by all clients, taking full account of clients' communication and other needs.

Service supervisors provide services in a wide range of settings, including our own offices, those of partner agencies and client's homes.

Service supervisors play a key role in campaigning and social policy work.

Service supervisors may play a lead role in the provision of independent advocacy or advice in one or more areas of law; this may include financial confidence, welfare benefits, debt, housing, employment, immigration, discrimination, pensions, health and social care and other areas of public and social welfare law.

Service supervisors are required to undertake all their duties in accordance Sheffield Citizens Advice policies and procedures, utilising national and local sources of information and guidance.

Main duties and responsibilities

Service provision

Service supervisors are required to support and supervise paid staff and volunteers to provide services to:

- Deliver services in accordance with our service delivery strategy and operational plans, including telephone, drop-in and pre-booked appointment services
- Meet the needs of all clients, wherever possible empowering clients to improve their confidence and capability, and supporting them to develop and implement action plans to meet their needs

Service supervisors also:

- supervise advice and/or advocacy sessions and casework, in accordance with relevant quality standards
- contribute to ensuring that performance standards and targets are met
- ensure that comprehensive client and service records are maintained, using information technology and other systems
- contribute to ensuring compliance with funders' and contractual requirements
- support the identification and reporting of evidence to support social policy campaigns, and may lead and contribute to such campaigns

Service supervisors may also provide advice and/or advocacy, and carry a caseload, including complex casework, court and tribunal representation, and are required to do so in accordance with all relevant quality standards.

Staff supervision, support and development

Service supervisors are required to:

- Contribute to creating and supporting a positive culture in which all paid staff and volunteers are supported and valued

- Contribute to engaging paid staff and volunteers in good team work, planning and delivering services, and in campaigning
- Supervise paid staff and volunteers in accordance with our policies and procedures
- Provide advice, guidance and support to advice workers and advocates, and volunteer advisers and advocates, about complex casework
- Supervise advice workers and volunteer advisers who are undertaking complex casework
- Support volunteer recruitment, training, development and retention
- Support the design and delivery of training

Service supervisors may also, subject to their skills and expertise, be asked to manage some advice and/or advocacy workers.

Campaigning and social policy development

Service supervisors may also

- Support research and other activity to identify priorities for campaigns and social policy development, and the evidence to support such campaigns
- Support the design and implementation of campaigns locally
- Assist with our contribution to regional and national campaigns, and with acting upon these campaigns locally

Service strategy, planning and development

Service supervisors:

- Support and advise the management team to develop and implement service delivery strategies and plans

Professional learning and development

Service supervisors are all required to undertake learning and development including:

- Keeping up to date with legislation
- Keeping up to date with policies and procedures
- Attending internal and external training
- Obtaining and maintaining accreditation for specialist practice

Person specification

Knowledge

Comprehensive knowledge of:

- national and local legislation, policies, strategies , systems and processes for advice and/or advocacy services
- one or more of welfare benefits, debt, financial capability, housing, employment, immigration, discrimination, public law, pensions, mental health and care , and other service specialisms
- advice and/or advocacy giving processes and systems
- the communities supported by Sheffield Citizens Advice
- supervision and management methods

Skills

High quality skills:

- to support and supervise paid staff and volunteers
- to communicate well with clients, colleagues and other agencies
- to contribute to service delivery strategies and plans
- to support the implementation of plans, including service development and change
- to develop advice and service policies, procedures and practice
- to positively resolve operational service challenges
- to support team and staff development, and resolve human resources issues
- to support the engagement of clients in service planning and development
- to support work in partnership with other agencies

Aptitude

Commitment to:

- the goals and values of Sheffield Citizens Advice
- working flexibly and to adapting to changing needs and priorities
- delivering service quality and performance standards and targets
- supporting service improvement and development

- team working
- working in partnership with other agencies
- personal learning and professional development
- equality opportunities and to valuing diversity

Qualifications, training and accreditation

Successful completion (or willingness to complete) mandatory training requirements.

Participation in and commitment to participating in management and supervision development programmes.

Accreditation as required for specialist areas of advice and/or advocacy practice.