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**Essex Citizens Advice Macmillan Welfare Benefits Service**

**Welfare Benefits Supervisor**

**2 Posts – one each at Uttlesford and Harlow Citizens Advice**

**Salary: FTE**Circa £30,000 (actual salary will be determined by employing Local Citizens Advice Office but is expected to be in this region)

**Hours: 18.5 hours per week**

**Responsible to:** Local officer Chief Officer of employing LCA but working closely with the Project Manager of the Lead Accountable organisation (Citizens Advice Essex)

**Location**: "Place of Work" will be defined as the HQ of the employing LCA – a mixed home/office working model is expected to apply.

**Travel:** Subject to local travel expenses policies, postholders will be expected to occasional undertake home visits (as part of managing a small, personal caseload) and provide services in hospitals or other health settings.

**For further information about these roles, please contact:**

Kate Robson

CEO, Uttlesford Citizens Advice

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**Role Purpose**

The role has been created to ensure that, through support and supervision, a team of Specialist Welfare Benefits caseworkers working across the Citizens Advice Essex consortium is equipped, enabled and support to consistently provide a high-quality advice and casework service to clients or members of their immediate family who have been diagnosed with cancer across Essex.

**Main Duties and Responsibilities**

1. **Leadership and Management**

* Supervise and monitor advice and casework services delivered as part of our pan county Macmillan funded service - including casework quality, consistency and compliance with quality standards, organisational policies and procedures.
* Work closely with Citizens Advice Essex, the Project Manager, and consortium members to identify and implement improvements.
* Dotted Line management of Macmillan-funded Welfare Benefits caseworkers ensures effective performance and development through regular supervision sessions and contributes toward LCA appraisal processes.
* To lead and manage recruitment and induction of new staff and volunteers as appropriate.
* Promote good teamwork, clear lines of communication and standard practices within the team.
* Provide support and guidance to the advice and casework team on escalated casework and client issues.
* Monitor casework team workload and demand changes, achievement of deadlines and targets; work with the Project Manager and LCA Chief Officers to manage changes and amendments to workloads, rotas etc.
* Contribute to developing and implementing casework policies, procedures, systems, monitoring and evaluation plans and other materials.
* As part of a wider project management team, provide volunteers and external stakeholders training.
* Contribute towards funding, evaluation, and other reports.
* Provide statistical casework information and analysis as requested for reporting and other purposes.
* Develop good working relationships with external stakeholders, Citizens Advice Essex and promote our work as required.
* Contribute towards creating a positive working environment where equality and diversity are well-managed, dignity at work is upheld, and staff can do their best.

1. **Advice, Casework and Representation**

* Provide direct advice and casework that conforms to the Advice Quality Standard, organisational policies and procedures and manage a small caseload necessary to maintain professional casework competence
* Adopt a flexible approach towards own small caseload, and make outreach or home visits as appropriate.
* Maintain clear and comprehensive case records using Casebook for continuity of casework, information retrieval, statistical monitoring and report preparation.
* Ensure all data is adequately protected and handled following the organisation's confidentiality systems and procedures and in line with data protection regulations.
* Ensure through reading, training and other methods that knowledge is up-to-date and that information is disseminated to all other team members where appropriate.

1. **Research and campaigns**

* Keep up to date with current research and campaign issues.
* Participate in research and campaign activity by providing information about clients' circumstances and taking action on behalf of clients.

1. **Learning and Professional Development**

* Identify learning and development needs in conjunction with your line manager; willingness to develop knowledge, skills and undertake appropriate training in line with learning and development plans.
* Attend and contribute to support, supervision, and appraisal meetings with the line manager to further development.
  1. **Commitment to Policies**

* The postholder shall at all times have due regard for the aims and principles of their employing LCA, and policies developed at consortium level and for the Macmillan Welfare Benefits service and comply with all policies and procedures and work within professional boundaries maintaining safety and appropriate confidentiality at all times.
  1. **Other**
* Prepare case studies, reports and other relevant communications.
* Develop and maintain good working relationships with colleagues, sharing information and making a positive contribution; Participate in casework and wider team meetings.
* Willingness to take a flexible and adaptable approach to service delivery, including working outside regular office hours when required.
* Investigate and report on complaints or expressions of dissatisfaction as they arise, supporting the LCA's processes and those developed for the Macmillan Welfare Benefits services.

**Person Specification**

1. An understanding of and commitment to the aims, principles and policies of the Citizens Advice service, including a strong commitment to equality and diversity.
2. The Citizens Advice Certificate in Generalist Advice or an ability and willingness to achieve this qualification.
3. Testable knowledge of Welfare Benefits at expert level ideally obtained within a not-for-profit advice setting.
4. Recent experience providing outcomes-driven welfare benefits casework to the Advice Quality Standard.
5. The ability (perhaps gained in another supervisory role) or ideally recent experience carrying out casework supervision tasks using established approaches.
6. Experience interrogating and interpreting performance data to understand trends and issues
7. A good understanding of the skills and techniques used in interviewing clients through various telephone, digital and face-to-face channels.
8. The ability to monitor and maintain standards, prioritise work and meet deadlines and targets.
9. An organised approach to work and the ability and willingness to follow set procedures concerning casework and file management.
10. Good numeracy skills and the ability to check calculations, prepare budgets and financial statements and understand statistics.
11. The ability to analyse and interpret complex information and to communicate effectively in writing with a particular emphasis on negotiation and representation skills and on preparing letters and reports.
12. Good oral communication skills and the ability to communicate well with a broad cross-section of people, including members of the public and statutory and non-statutory agencies.
13. A high degree of emotional resilience and sensitivity when dealing with clients and their families who may be under great stress.
14. The ability to work flexibly with various individuals and organisations and earn and maintain the trust of those with whom the organisation works.
15. The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
16. A flexible approach and the ability to work as part of a small team.
17. A commitment to continuing professional development, including a willingness to develop knowledge and skills.
18. Good ICT skills and the ability to ensure the best use of IT systems and packages in providing advice services.
19. The use of a car for work purposes, including for occasional outreach and home visiting.