

# **Kirklees Citizens Advice and Law Centre**

## **Job description**

<b><u>Job title</u></b>	Telephone Advice Line Supervisor
<b><u>Reporting to</u></b>	Contact Centre Manager Huddersfield
<b><u>Purpose of Job</u></b>	In conjunction with the Contact Centre Manager, to ensure provision of a high quality customer focused service to the communities of Kirklees by multi channel contact through the Telephone Advice Line and Full Advice provision as and when necessary.

## **Duties and Responsibilities**

### **Supervising**

- Manage the practicalities of the advice process and ensure adequate staffing and resources in conjunction with the Contact Centre Manager
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence
- Support and supervise volunteers through the training process and when they are on rota through mentoring and case checking
- Responsible for the QAA standards of volunteers
- Monitor the case records / telephone calls of designated workers to meet quality standards and service level agreements
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

### **Advice giving**

- Undertake advice work as required either by telephone, face to face or by digital means.
- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities. This maybe at advice guide, gateway level or full advice interviews.
- Research and explore options and implications so that clients can make informed decisions.
- Make use of Better off Kirklees website making sure that other members of the team do the same.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the KCALC Quality Manual and the Citizens Advice quality standard/LEXCEL Quality Mark as appropriate.

- Maintain detailed case records as set out by Citizens Advice Quality of Advice standards, for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within KCALC.

### **Research and Campaigns**

- Assist with Research and Campaigns work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to Research and Campaign options.

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Identify own learning and development needs and take steps to address these.

### **Administration**

- Use IT for statistical recording, record keeping and document production.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to KCALC planning process by providing regular reports and feedback on the areas of responsibility.
- Ensure that all work conforms to KCALC systems and procedures.

### **Other duties and responsibilities**

- Carry out any other tasks that 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 KCALC and the overarching ethos of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Flexibility to work from any of our offices in Kirklees as and when necessary.

### **Organisational Ethos and Expectations**

As part of their role with Kirklees Citizens Advice and Law Centre all staff to :

- Have a commitment to the aims, objectives and ethos of the organisation, and follow policies, procedures and systems.
- Keep the clients' needs at the centre of all the organisation's activity, seeking to deliver the best possible service within resource and operational constraints
- Communicate well and appropriately with colleagues and clients, keeping others informed and consulting as much as possible
- Have a professional attitude, being flexible, supportive and cooperative in working together with other staff members and volunteers.
- Show respect for all colleagues, volunteers and clients in how they speak and act and always behave in a non-judgmental way
- Be willing to learn, accept constructive feedback, adapt to change, always aim to improve efficiency and quality, and take responsibility for their own work.