

JOB DESCRIPTION

Role Title:	MAS Contact Centre Supervisor/Caseworker
Band:	Point 29/30 (£25,951 to £26,822)
Reporting To:	MAS Contact Centre Manager
Hours of Work:	FTE 35 hours per week

ROLE PURPOSE

The primary purpose of the role is to:

- Assist the MAS Contact Centre Manager to deliver a high quality, fully accessible and client focused second tier debt advice and casework service via telephone and digital channels.
- To provide a high quality, consistent second tier money advice service across telephone and digital channels which maximises prevention through client learning, self-help and to support the Line Manager in the planning and development of the money advice service and assist in initiatives to improve service delivery and provision.

MAIN DUTIES & RESPONSIBILITIES

1. Service Delivery – Supervision

- 1.1 To support the MAS Contact Centre Manager in meeting:
 - Key performance indicators
 - Quality standards and performance target requirements
- 1.2 In conjunction with the MAS Contact Centre Manager work to identify and implement new practices/ways of working to improve the performance of the service.
- 1.3 Supervise and coordinate staff rotas to:
 - Ensure the telephone lines and digital services are adequately staffed
 - Respond to the daily need to make changes e.g. swap shift/delivery channels and act responsively and flexibly as an additional frontline resource as required.
- 1.4 Provide daily technical and motivational support to Caseworkers.
- 1.5 Actively supervise and monitor the quality of the advice work and services being provided in accordance with the quality monitoring framework, which includes undertaking case checking, file reviews and observing calls.
- 1.6 Provide regular informal feedback and support to caseworkers on their performance, quality of advice and interactions with client/third parties and the casework produced.

2. Service Delivery – Casework

- 2.1 To provide a holistic debt advice service and ongoing case work until the client situation improves or becomes manageable to include:
 - Income maximization through the take up of welfare benefits particularly back to work benefits
 - Completing thorough and detailed financial statements
 - Advising on issues such as overpayments and benefit fraud
 - Acting for the client where necessary by negotiating, drafting or writing letters and telephoning third parties on their behalf
 - Actively support clients through the process of bankruptcy and other insolvency solutions, including acting as an approved intermediary to process Debt Relief Orders
 - Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- 2.2 To make appropriate referrals in-line with documented procedures:
 - To key partner agencies, for example National Debt Line/Step-Change who may be better placed to provide debt management and other valid solutions for clients
 - To other advisers or specialist agencies as appropriate where there are other related problems such as employment and consumer etc.
- 2.3 To actively empower and support clients where appropriate so that they are able to deal with their problem in the future.
- 2.4 To collect and record all relevant information given onto the CRM to meet the monitoring and evaluation requirements of the Money Advice Service and other debt contracts.
- 2.5 To use the CRM to identify whether a client has an existing or repeat enquiry in order to minimise duplication of advice resources.
- 2.6 To be self-administrating and comply with existing practices, policies and procedures.

3. Performance Targets and Quality Standards
<p>3.1 Monitor the quality of telephone and digital interactions with clients on a daily basis and provide appropriate support to caseworkers as required.</p> <p>3.2 Monitor individual staff performance and ensure that the advice and casework provided meets or exceeds minimum quality standards.</p> <p>3.3 Ensure that all casework management systems and processes are carried out effectively and appropriately and information is recorded on the CRM.</p> <p>3.4 Ensure the contact centre is operating within normal parameters and ensure that faults are immediately reported to the Head of IT & Digital/CitA Operations Team.</p> <p>3.5 To meet the individual performance targets set for debt caseworkers (daily, weekly, monthly and annually) and ensure that the advice given meets the quality standards of:</p> <ul style="list-style-type: none"> • The AQS general help level quality standard • The Citizens Advice quality assurance scheme • The Money Advice Service quality framework. <p>3.6 To inform the Line Manager where performance targets and any reasons for this under-performance.</p> <p>3.7 Provide regular reports and feedback to the Line Manager as required.</p> <p>3.8 To contribute to the Annual Report and newsletter.</p> <p>3.9 To support the Line Manager to involve service users in the development and evaluation of the service.</p>
4. Staff and Volunteer Support
<p>4.1 To actively support the MAS Contact Centre Manager with the supervision and development of Debt Caseworkers by assisting with:</p> <ul style="list-style-type: none"> • Regular performance meetings and training • Listening to calls and providing feedback • Independent file review and quality assurance processes. <p>4.2 Deliver training/coaching/mentoring on group or one-one basis as appropriate (including to volunteer teams).</p> <p>4.3 Encourage good teamwork and lines of communication between all members of staff.</p>
5. Personal Development and Training
<p>5.1 Prepare for and attend regular support and supervision meetings and annual appraisals as required.</p> <p>5.2 To participate in the independent file review process as detailed in the office manual.</p> <p>5.3 Self-identify own development needs and attend training opportunities and continue to meet the AQS supervisory standard/MAS caseworker competency standard.</p> <p>5.4 To maintain an up to date working knowledge of all new relevant legislation through reading monthly subscriptions including relevant case law.</p> <p>5.5 To attend staff meetings and internal/external forums and meetings as required.</p>
6. Research & Campaigns Work
<p>To take an active role in the R&C process by:</p> <ul style="list-style-type: none"> • Forwarding all examples of research and campaigns work to the R&C Lead • Regular communication of current R&C priorities, initiatives and plans to advice team • Contributing to local and national campaigns.
7. Liaison & Communication
<p>7.1 To promote the work of CAM as appropriate and agreed with line manager.</p> <p>7.2 Develop literature to promote the work and carry out other marketing activities such as writing press releases and delivering presentations.</p> <p>7.3 Attending meetings with statutory and voluntary agencies as required to keep in touch with local issues, developments and changes in procedures of other agencies.</p> <p>7.4 Ensure all complaints are forwarded to the Line Manager.</p>
8. Administration
<p>8.1 To follow the policies and procedure as stated in the Office Manual.</p> <p>8.2 To be self-administrating (client letters, documents, reports) and comply with existing practices.</p> <p>8.3 To collect all information necessary to meet the monitoring and evaluation requirements of the Management.</p> <p>8.4 To undertake general administration tasks e.g. taking messages; collating statistics; processing post etc.</p>

9. Policies and Procedures

9.1 Health & Safety:

- To abide by the health and safety guidelines and share responsibility for own safety and that of colleagues
- To notify immediately the line manager of all issues that may detrimentally affect the health and safety of staff, volunteers, clients and visitors to CAM.

9.2 Equalities/Diversity

- The post holder must have due regard in the planning and execution of their duties at all times to the Citizens Advice Equal Opportunities Policy ("Stand Up for Equality")
- At all times, promote the aims, principles, policies, interests and wellbeing of the organisation and to protect its integrity and reputation, and to ensure that the Service complies the Citizens Advice Race & Diversity Scheme, the legal requirements laid down in the Human Rights Legislation and Disability Discrimination Act and any other relevant legislation.

9.3 Information Technology

- Adhere to good practice with regard to acceptable ICT use.

10. Other Duties/Responsibilities

10.1 A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job and is not included to be an inflexible list of tasks.

10.2 CAM is a fast moving organisation and therefore employee's duties may be varied from time to time. The post holder accepts that they may be asked to undertake any other work or duties as may reasonably be required within the scope of and commensurate to the nature of the post as and when required.