

**Citizens Advice Tandridge District**

**Advice Session Supervisor/Caseworker**

Job Advert

**Job summary**

**Salary - £15,900 - £16,800 depending on experience**

**Location - Caterham and Oxted**

**Workplace - Office based**

**Contract – Permanent**

**Hours per week - 22.5**

**Closing date –31st October 2024**

**About the role**

Citizens Advice Tandridge District have an exciting opportunity to join our small friendly advice team as an Advice Session Supervisor/Caseworker, working in our Caterham and Oxted offices.

We recruit great people from a wide variety of backgrounds, not just because it is the right thing to do, but because it makes our organisation stronger. So, even if you think you do not meet all the skills, we would still love to hear from you !

You will be responsible for:

• The day to day supervision of the advice team as they provide advice and information face to face, via email and on the telephone .

• Managing the practicalities of the advice session and ensuring adequate staffing and resources by maintaining the staff rota and client appointment system.

• Supporting the training and development of newly appointed advice volunteers.

• Ensuring that we continue to provide a high-quality advice service that meets quality standards, including case checking.

• You will deliver advice and casework on a wide range of issues such as benefits, debt, housing, employment family and immigration. This will include interviewing and assisting clients with in- depth benefits checks, applications and form completion, budgeting advice and money management; and negotiating with third parties.

You will:

• Be a trained Advice Session Supervisor/ or knowledgeable generalist adviser/caseworker and/or willing to complete the appropriate training.

• You will need excellent people skills, a flexible approach, an interest in problem solving and the ability to work both independently and as part of a team to manage a busy workload.

•. We will consider applicants who have experience of working in the advice sector and of managing volunteers

Joining Citizens Advice means becoming part of a team dedicated to making a real difference in people’s lives. You’ll have the opportunity to work alongside passionate professionals in a supportive environment that values integrity, support, inclusion and collaboration. If you’re ready to take on a pivotal role that impacts every people’s live and contributes to a greater cause, we’d love to hear from you.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce.

How to apply

You can email sarahhm@catd.org.uk to find out more information about this role and how to apply