



Job Description

Job Title:	Advice Supervisor
Name of Project:	Manchester Volunteer Advice Partnership (MVAP) (funding for this post in place until end of March 2021)
Salary:	£28,785
Responsible to:	Advice Service Manager
Working Hours:	35 hours per week
Location:	Homelessness Contact Centre, Manchester Town Hall, and Zion Centre, Manchester.
Partner agency:	Manchester City Council

Job Summary

- To support the delivery of MVAP by providing good quality advice and supervision to advice volunteers within the designated partner organisation in a way that is collaborative and supports volunteers' development.
- To support the volunteer development worker to assess the learning needs of all advice volunteers, ensuring they all receive appropriate levels of training.
- To manage a small caseload in order to maintain knowledge base around advice provision.

Main Role and Responsibilities

- To deliver the duties within the role in a way which demonstrates the values of the partnership – Collaborative Communities, Sharing, and Trust.
- Supervise and support volunteers who have been recruited and trained by the project and who are providing advice-related activities within the partner organisations.
- To manage a small welfare benefits/debt/housing caseload within the project including representation at first-tier appeal tribunals.
- To ensure that the volunteer advice service runs in a co-ordinated and organised way.
- To ensure the collection of monitoring information that is relevant to the project outcomes.
- To report any difficulties, risks or challenges within the project to the Project Manager.
- To liaise with the volunteer co-ordinator about the learning needs of volunteers and of any difficulties they are experiencing putting theory into practice at the volunteering agency.
- Support the development and implementation of a comprehensive training programme for volunteers, to support a range of advice-related activities.
- To ensure all paperwork related to advice provision is completed and up to date in line with quality standards.
- To ensure that required databases for casework recording and monitoring are completed and up to date.

- Liaise with DWP, creditors, JC plus, housing offices and any other relevant organisations to progress client casework.
- Work to support the development of an effective Manchester Volunteer Advice Partnership.
- Develop and maintain a good relationship with the partner organisation hosting this post.
- Report any safeguarding issues to the project manager and the relevant person in your host organisation.
- Ensure the project's volunteering policies are adhered to within the host organisation.
- Contribute to activity to ensure the longer term sustainability of the project.
- Support involvement by volunteers in the development and planning of the project.
- Support the delivery of training as and when required by the Volunteer Training co-ordinator.

General Responsibilities

- To maintain a professional and confidential approach to work at all times.
- To actively participate in regular supervision sessions, and team/partnership meetings.
- To be willing to attend appropriate training courses as agreed with the Project Manager.
- To contribute to the effective and efficient running of the Manchester Volunteer Advice Project.
- To comply with all project and agency policies and procedures, including Health and Safety.
- To manage data in an appropriate way and comply with General Data Protection Regulations.
- To create positive relationships and to treat all staff, volunteers and members of the public with dignity and respect, adhering to the partnership's core aims and values, and adhering to equal opportunities and diversity statements and policies.
- To work outside of normal office hours if required to do so to meet the needs of the service.
- To carry out other duties as requested by the Project Manager or other senior members of staff.

Person Specification

All essential unless stated.

Knowledge and Experience

- Experience of working with volunteers in a way that enables people to feel valued, able to develop, and involved in the project.
- Knowledge of the legislation relating to aspects of welfare benefits/debt and housing – what we mean by this is knowledge and experience that you will be able to share with volunteers and colleagues.
- Experience of working with people who feel vulnerable, in a way that recognises and appreciates their potential and supports their capacity to exercise informed choice.
- Experience of collecting data that can be used to evaluate and monitor the work that you do.
- Significant experience of delivering advice in welfare benefits, debt and/or housing categories of law in a way that supports people to access their rights and entitlements.
- Experience of delivering training. (DESIRABLE)
- Experience of representation at 1st tier social security appeal tribunals. (DESIRABLE)

Skills and Personal Qualities

- Ability to appreciate and embrace variety in order to harness collective resourcefulness.
- Excellent communication skills both written and verbal.
- Ability to work collaboratively with colleagues and volunteers.
- Excellent IT skills.

