



## Job Description

Job Title:	MVAP Caseworker Supervisor
Name of Project:	Manchester Volunteer Advice Partnership (MVAP) (funding for this post in place until end of March 2023)
Salary:	£26,975 to £28,785 (dependant on experience)
Responsible to:	Advice Service Manager
Working Hours:	35 hours per week
Location:	Zion Community Centre, Stretford Road, M15 4ZY and at the homeless contact hubs
Partner agency:	Manchester City Council

### Job Summary

We believe in the power of advice and the aims of our MVAP Project are about enabling people to volunteer in advice work receive good quality training and ongoing support and supervision and this role has a part to play in that. You will support and supervise volunteers who choose to give their time to help people who are presenting as homeless both remotely and within the newly developing homelessness hubs. You will build relationships with volunteers, colleagues within the advice team and also with staff who are delivering the homelessness service and with other stakeholders. You will work closely with the MVAP Training Co-ordinator and the Volunteer Development Worker to ensure that volunteer needs are communicated and further training or support put in place. There will be an expectation that you carry a small caseload to maintain your advice skills. You will be working within a supportive and collaborative advice service where we see the positive impact volunteering and advice can have.

### 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 delivered within the homelessness hubs 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 Advice Service 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

- Two years' 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.
- 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, 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.
- Successful completion of MAS/MaPS money advice accredited learning at Advice level or willingness to work toward it.
- Experience of delivering training. (DESIRABLE)
- Experience of representation at 1<sup>st</sup> tier social security appeal tribunals. (DESIRABLE)

### Skills and Personal Qualities

- Clear and meaningful communication skills with the ability to listen and enable people to feel heard, accepted and understood.
- Ability to work collaboratively with colleagues and volunteers – generously able to share resources, skills and talents
- Ability to work in a strengths based way that recognises the potential for individuals to develop and enable resilience
- Good IT skills, sufficient for inputting data accurately and for producing reports and presentations and for monitoring purposes.
- Ability to follow safeguarding processes.

