



## **Advice Service Supervisor**

### **Job Description and Person Specification**

**Role:** Advice Service Supervisor

**Reporting To:** Joint CEO

**Hours:** 28 hours per week (flexibility around hours and working patterns)

**Salary:** £32,500 per annum, pro rata

**Location:** Hybrid (a minimum of 50% of working hours to be office based – Vestry Hall, Mitcham)

**Start Date:** 1 December 2023 or as soon as possible thereafter.

**Contract Type:** Fixed term until 31 March 2025, with potential of extension dependant upon funding.

This post is subject to a satisfactory Enhanced DBS (Disclosure and Barring Service) check.

#### **About Merton Centre for Independent Living (Merton CIL):**

Merton CIL is a user-led Deaf and Disabled people's organisation based in the London Borough of Merton. We are run and controlled by and for Deaf and Disabled people. We work hard to address the marginalisation of Deaf and Disabled people and make a real difference in Merton and the wider community.

We support Deaf and Disabled people across the full spectrum of conditions including physical and sensory impairments, long term health conditions, learning difficulties and neurodiversity.

We want a society where Deaf and Disabled people achieve full equality and inclusion. We work within the social model of disability and to an independence charter, co-designed with Deaf and Disabled people to ensure we can influence key issues affecting our lives in many ways.

We provide a holistic service, with all work feeding into our three aims:

1. Promoting Independence and Inclusion.
2. Identifying and Challenging Discrimination.
3. Achieving Change Locally.

You can find out more about Merton CIL by watching this short film:

<https://youtu.be/eHOgtyoavXI>

## **About the Information & Advice service**

We provide free information and advice to Deaf and Disabled people living in Merton in the following areas: welfare benefits, social care, concessionary travel, grant applications, health, and housing. Our work is accredited by the Advice Quality Standard (AQS).

## **About the role**

This role is central to the smooth running of the information and advice service. The role will work across all advice areas and build core skills in quality assurance, advice and supporting service management.

This role will also support the post holder to build people management skills through coaching and developing a trainee and line managing a caseworker.

We will support the post-holder to develop their skills through extensive training and development, on-the-job coaching, person-centred supervision session and a range of employee benefits.

In addition, the post holder will also be part of a peer network of supervisors in other Deaf and Disabled organisations providing support and training.

## **Key Tasks and Responsibilities**

1. To support with the management and smooth running of Merton CIL's AQS accredited information and advice service.
2. To manage a caseload and provide Deaf and Disabled people in Merton with quality information and advice support around welfare benefits, social care, concessionary travel, grant applications, health, and housing.
3. To line manage an entry level Deaf or Disabled trainee (also part of the Propel project) and one caseworker.
4. To use Propel's training plan and other tools to develop a plan ensure the trainee is coached and developed to achieve their career goals.
5. To collaborate with the Advice Service Manager to supervise the quality of the casework of the trainee and caseworker. This may include contribution to supervision sessions.
6. To manage and implement an effective information and advice case allocations process.
7. To keep accurate and detailed records of casework (including information and advice given), trainee development work and enquiries.

8. To research and remain informed of new legislation/policy etc changes or development that affect Deaf and Disabled people.
9. To identify social policy trends within casework and collaborate with Policy & Campaigns manager to challenge discrimination.
10. To support the Advice Service Manager with quality assurance of the Information & Advice service. This includes supervisor file reviews, training, updating key policies and procedures and contributing to two annual service reviews (complaints and referrals & signposting).
11. To raise and follow up safeguarding concerns with support from the organisation's safeguarding lead.
12. To promote the information and advice service through outreach and develop collaborative working relationships with associated agencies in Merton.
13. Where appropriate, to refer people to other services, in line with our policies, including other Merton CIL services.
14. To carry out the duties of the post within an equal opportunities framework and adhere to all Merton CIL's policies and guidelines including our Values and Independence Charter.
15. To undertake such duties as from time to time may reasonably be required.
16. This job description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

## **Person Specification**

### **Essential**

1. A Deaf or Disabled person or a person living with a long-term health condition.
2. Experience of giving quality assured advice to the public on a one-to-one basis across welfare benefits, social care and/or housing. Or has experience of working within regulatory frameworks within the same areas.
3. Excellent written and oral communication skills, including the ability to explain and summarise complex rules and information in simple terms.
4. Ability to adopt a person-centred way of working to support staff and service users to solve their problems.
5. Experience of managing a caseload or different areas of work and dealing with situations which can be challenging.
6. Knowledge and/or experience of working within or implementing quality assurance systems.

7. Excellent, research analytical and negotiating skills.
8. Willingness to be flexible, learn and develop.
9. A keen interest in line management and people development.
10. Ability to work effectively as a member of a team.
11. Ability to handle with discretion information which may be confidential or sensitive.
12. Strong IT skills (including Office 365 & content management systems/databases).
13. Committed to working to the Social Model of Disability.
14. Must have a strong personal commitment to supporting people across the spectrum of disability or health issues and supporting people from a variety of ethnic and social groups.

### **Desirable**

- Experience of or an interest in HR & training and development of others.
- Experience of working/volunteering or supporting a user controlled and led organisation.
- An understanding of the Merton voluntary sector and local authority structures.

Merton CIL is committed to equality, diversity, inclusion, and equity and reflecting the communities that we serve. We particularly welcome applications from Deaf or Disabled people or people with long term health conditions from Black, Asian, and global majority communities.

If you require additional support completing this application due to an access need, please get in touch on 0203 397 3119.

### **How to Apply**

Please apply for this role by emailing the following documents to [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk)

- Your CV
- A completed Application Support Form
- A completed monitoring form

Closing date for applications: **Ongoing**

You can email us to let us know that we can expect an application from you, if that works for you.

Candidates invited to interview will be informed within 3 working days of their application.

Start date: **1 December 2023 or as soon as possible thereafter.**