

Job Title	Advice Centre Supervisor
Team	Advice Centre
Salary	£35,000 pa (negotiable)
Contract	Full-time, permanent
Location	East London

About Us

Are you looking to shift the dial on poverty? Do you have a **wealth of experience advocating for some of the most marginalised people experiencing hardship in London?**

At First Love Foundation we dare to do things differently. We take a person-centred, strategic approach to tackling poverty. We dream big and believe a different tomorrow IS possible. That's why we intentionally closed the doors of our foodbank project last May. We no longer wish to be a sticking plaster on poverty; we want to disrupt and initiate system change while working in the front line with the people who need our help most.

For a person or family in crisis, access to urgent expert help is their biggest need. Our team of experts provide exactly that. We transform lives.

About the Role

This is the ideal role for someone who **loves leading in community-facing services**, is **passionate about social justice**, and is naturally drawn to **delivering successful outcomes for our service users**. To be successful in this role, you will have expert advice skills, strong leadership and people-management skills, as well as great analytical and communication skills. You will also have great time-management skills, possess the ability to pay close attention to details, and possess strong empathy and relationship-management skills.

Key Responsibilities

Managing the day-to-day running of our newly established community advice centre:

- Building, developing and supervising the Advice Centre team
- Responsible for line management of the Advice Centre Team which is comprised of Support Workers, Advice Workers, and volunteers
- Responsible for the service user experience, i.e., receiving expert advice, offering great customer service, resulting in positive service user ratings when they are contacted for follow-up and research purposes
- Maintaining appropriate levels of staffing at all times, ensuring cases are progressed in a timely way
- Committed to promoting the well-being and health & safety of staff (and clients) as a priority.
- Ensuring that the centre is well maintained, and that remedial actions are taken as required
- Ensuring that stakeholder relationships are well managed and that there is a strive for excellence so that the service you lead is well rated by our service users and by peer agencies

Quality Assurance

- Delivering the service according to our AQS accreditation: This will mean working alongside other departments within the organisation, particularly Operations, to ensure we are compliant with our AQS accreditation and only operating within the scope of advice

- Ensuring that service users and other stakeholders, including donors, funders and corporates, have confidence in the quality of the Advice Centre service
- Evaluating and reviewing peer/service user feedback, and suggesting creative ways of continually enhancing and improving the service
- Contributing to developing and reviewing policies and processes
- Remaining updated with regards to changes in welfare related policy and legislation
- Involvement in ensuring that systems and processes in use at the Advice Centre are fit for purpose and in line with data protection regulations etc.
- Production of Business Case proposals to advocate for needed resources
- Participating in recruitment, supervision and retention of competent, experienced staff
- Ensuring that all Advice Centre staff and volunteers receive regular 1-2-1 monthly supervision, and that they attend mandatory additional supervision such as reflective practice and pastoral supervision (Christian staff members only)
- Ensure that all Advice Centre staff have a yearly Annual Appraisal and that any performance issues or training needs are identified, and action plans adopted

Managing Performance

- Managing performance of the service: identifying themes and trends, and liaising with Comms & Marketing, accentuating issues and challenges faced by our service users
- Analysing data, quantifying success factors and KPI's, producing reports and presentation decks.
- Managing effective consistency of the Advice service, ensuring high quality advice is given
- Performing random quality checks such as case reviews and observed practice to ensure quality and consistency of advice and support
- Attending daily/weekly and 1-2-1 Case Management and Case Progression meetings to ensure the highest quality of advice and support are provided by the Advice Team
- Establishing an early warning system, identifying pinch points, and swiftly raising and resolving any barriers to the delivery of a quality and efficient service

Promote the Advice Centre service within the local Advice Network

- Embed First Love Foundation's new Advice Centre into the local advice network
- Hosting events to recruit new referrers to the service
- Work with the Marketing team to curate service users' stories which highlight and promote the work of the Advice Centre
- Collaborate with the fundraising team to support our fundraising applications and fundraising activities
- Attend local and national Advice Network forums
- Participate in the delivery of internal and external training sessions

Promote the Values of First Love Foundation

- Promote the values of First Love Foundation and participate as a full member of the team. Wherever appropriate, support initiatives and activities across the whole organisation
- Undertake any other appropriate duties as requested by the senior management team

- An Occupational Requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010

Person Specification

Ideally from a welfare rights advice and poverty-tackling background, you will be able to demonstrate significant effectiveness from previous roles and the ability to communicate effectively with all levels of stakeholders.

You will have a **strong customer service ethos**; passion for **delivering a quality service** and as a result, will ensure the highest standards are achieved by the Advice Centre Team.

You are experienced in leading frontline welfare advice services, with a proven record of accomplishment in giving expert welfare rights advice. You will be able to demonstrate achievement of:

- High levels of success with applications for welfare benefits and other grants
- Successful Mandatory Reconsiderations for Refusals/Sanctions/Stopping of welfare benefits
- Successful outcomes of DWP Appeals and First and Upper Tier Tribunals.

We welcome applicants with lived experience and those from a variety of backgrounds, particularly Bengali and eastern European.

Essential Skills

- Working with self-awareness and in view of equality, diversity, and inclusion with a range of service users from different people groups and abilities
- Effective management of case work from initial referral/self-referral through to appeals and tribunals cases
- Ability to oversee a range of complex case work and assessment activity in order to determine how best to advance caseloads and remove any barriers to effective and timely case progression
- Provision of excellent advice, consultation, training and proactive supervision to frontline Advice Workers and Advice Volunteers
- Excellent leadership skills, continuously demonstrating active listening skills, sensitivity, understanding and a non-judgemental approach
- Excellent interpersonal skills to line manage staff and volunteers
- Effective engagement of a range of internal and external stakeholders
- Ability to accept constructive criticism and work well under pressure
- Ability to use our CMS (Case Management System) and the main software packages competently
- Collating and analysing statistical information, and producing and presenting reports
- Managing Safeguarding and information sharing protocols
- Ability to champion diversity, inclusion and wellbeing

Desirable skills

- Ability to ensure our services are fair, efficient and effective
 - Ability to create a workplace where everyone feels valued and has a sense of belonging
 - Ability to think beyond own area of responsibility, considering wider policy and organisational implications of issues
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Job Description | Advice Centre Supervisor



How to apply for this role

- Send your CV and a covering letter to recruitment@firstlovefoundation.org.uk detailing how your experience and qualities meet the requirements of this role and why you are interested in the role by 22nd July 2022.
- Deadline: 22nd July 2022- If you are interested, please submit your application as early as possible, since interviews will be held on a rolling basis.
- Please note: We reserve the right to close this vacancy early if we receive sufficient applications for the role.