

**LIMEHOUSE PROJECT**

**RAISING ASPIRATIONS I CHANGING LIVES**

**St Anne Unit 2, 789-791 Commercial Road**

**London. E14 7HG**

**Tel: 0207 531 4881**

## Advice Services Casework Supervisor

**Recruitment Pack**





23rd February 2021

Dear Applicant,

Thank you for taking the time to consider the role of the Advice Services Casework Supervisor position at the Limehouse Project.

The Limehouse Project (**LHP**) is a thriving grassroots’ and award-winning organisation with a history of servicing the Limehouse area of Tower Hamlets and East London since 1984. We provide free welfare and debt advice, accredited learning, capacity-building, employment support programmes, health and wellbeing activities and childcare provision.

We work independently and in partnership with key third sector, business and statutory organisations to ensure each client is given the timely and active support they need to positively move forward in life.

We are looking to appoint an experienced Casework Supervisor with excellent people management skills, who will lead and support a team of 8 dedicated welfare benefits advisors. We are looking for someone who will have a commitment to the aims and values of LHP and the provision of high-quality advice and support services for our clients to empower them towards financial independence.

Enclosed are as follows:

1. Job Description & Person Specification

2. Application Form

3. Guidance Notes on completing the Application Form

4. Limehouse Project Recruitment Monitoring Form

If you would like an informal chat about the role, contact Farida Yesmin, C.E.O. on **0207 538 0075 or by email at f.yesmin@limehouse project.org.uk**

Thank you again for your interest in this role and we look forward to receiving your completed application.

Please send the completed application form along with a covering letter to Limehouse Project at **recruitment@limehouseproject.org.uk**

**Closing date: 8th March 2021**

We look forward to receiving your completed application.

Yours sincerely,

**Mrs. Farida Yesmin  
C.E.O.**

**Job Advert**

**Position:** Advice Services Casework Supervisor

Hours: Full time

Contract: Permanent Contract

Salary: £35,366 per annum incl. London Weighting

Role: Advice Services Case Work Supervisor

Due to Covid-19 and the national lockdowns, we have had to suspend all face-to-face service delivery and we currently operate telephone advice services. This is the primary access channel to our advice services. We are also offering advice services via email, WhatsApp and other digital platforms to ensure that our local communities can continue to access our much-needed advice services.

We are now in the process of adopting a two-tier advice service delivery model:

**Tier 1: Gateway Service**

The Gateway Advice Services Manager will be responsible for managing the telephone ‘gateway service’ with a team of trained, DBS-checked volunteers and trainee advisors. Recently we have appointed a

full-time manager who will manage this delivery function.

**Tier 2: Advice Casework**

Our trained and experienced advisors will remotely undertake one-to-one casework advice sessions with clients booked in advance while also managing existing case files with clients who can communicate with them directly and at their mutual convenience.

We are now looking to appoint an experienced and enthusiastic Casework Supervisor to lead and build our welfare benefits advice team. If you are passionate about making a difference to the lives of the local people who use our services and empower them towards financial independence, and you have the ability to contribute to the strategy and vision which will transform the service to a model that can meet those objectives, then we would love to hear from you.

Your key day-to-day responsibilities will be to:

## Take lead responsibility for managing the Advice Services team, offering effective staff supervision and taking responsibility for maintaining quality and the development needs of the advice services.

* Ensure the development and implementation of our service delivery plans and annual work-plans, and to ensure that the services meet agreed targets and milestones.
* Identify and develop opportunities for the delivery of advice and case work services by LHP.

Thank you again for your interest in this role and we look forward to receiving your completed application.

Please send the completed application form along with a covering letter to Farida Yesmin, C.E.O. of the Limehouse Project at **recruitment@limehouseproject.org.uk**

**Closing date: 8th March 2021**

**Job Description**

## Job Title: Advice Services Casework Supervisor

**Working Hours:** Full time

**Salary:** £35,366 per annum FTE (pro-rata on FTE)

**Reports To:** Chief Executive of Limehouse Project

**Location:** Limehouse Project, Unit 2, 789 Commercial Road, London E14 7HG

**MAIN PURPOSE OF THE JOB**

## To take lead responsibility for managing the Advice Services team, offering effective staff supervision and taking responsibility for maintaining quality and the development needs of the advice services.

* To ensure the development and implementation of our service delivery plans and annual work-plans and to ensure that the services meet the agreed targets and milestones.
* To identify and develop opportunities for the delivery of advice and case work services by LHP.

**Supervising advice sessions and / or casework:**

* To manage the practicalities of advice sessions and ensure adequate staffing and resources.
* To provide an appropriate level of support and supervision to individual advice workers depending on their level of competence.
* To monitor the case records of advice staff to meet quality standards and service level agreements.
* To ensure remedial and developmental issues are identified and acted upon to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice service provision.
* To keep personal technical and legislative knowledge up-to-date and to provide technical support to advisers and / or caseworkers.
* To line manage the gateway to advice services manager, all advisors and caseworkers.
* To hold regular advice service team meetings.
* To provide one-to-one and group training sessions to build and support an integrated, high performing and successful team of advisors and case workers.
* To monitor performance to ensure that a consistently high standard of service is provided to clients.
* To provide feedback, advice and support to staff to help them to develop their skills.
* To offer formal and informal supervision to the advice team and carry out file reviews to ensure the advice given to clients is accurate and appropriate.
* To carry out annual appraisals of staff.
* To cover the front-line service delivery when we have any staffing shortage.
* To be responsible for the gathering and monitoring of quarterly statistics and case studies as a part of quarterly report submission to funders and to the Director.
* To monitor annual leave and maintain staff rotas to ensure that the service is never unnecessarily understaffed.
* To be responsible for implementing disciplinary procedures in relation staff.
* To be responsible for implementing grievance procedure in relation to staff.
* To monitor sickness levels and implement our sickness policy for staff as necessary.

## Quality of Service

* To maintain a continuous and effective service.
* To monitor the quality of service being delivered by the Limehouse Project.
* To be aware of all relevant quality of service requirements.
* To ensure that all relevant quality of service requirements are met.
* To ensure regular file reviews are carried out and any follow up actions are completed within agreed time scales.
* To make regular reports on quality of service to the Director.
* To monitor the range of activities being offered and the take up by service users.

## Recording and Monitoring

* To ensure that all necessary and appropriate records are being maintained.
* To ensure that all such records are of a sufficiently high standard to meet the requirements of the project and any external monitoring agency.
* To ensure that all necessary monitoring is properly carried out. In particular to ensure that the monitoring returns required by funders are provided in a correct and timely manner.
* To ensure that all monitoring meets quality of service requirements.
* To make regular reports on recording and monitoring to the Director.

**Report Writing**

* To ensure that reports to funders are made in a timely and appropriate manner.
* To ensure that reports to other external bodies are produced in a timely and appropriate manner as required.
* To ensure that, where required, a report is produced for the management committee, any sub-committees, and the Director.
* To ensure that all such reports are of a sufficiently high standard to meet the requirements of the project and any funders or external monitoring agency.

## Communication

* To ensure that decisions made by the management committee or any of its sub-committees or by the Director or by the senior management team are communicated to all members of staff in a prompt and effective manner.
* To ensure that new policies and any changes to existing policies are communicated to all members of staff in a prompt and effective manner.
* To ensure that all relevant information is communicated to all members of staff including the Director and other senior staff in a prompt and effective manner.
* To ensure that all requests for information regarding finance, policies, and Management Committee decisions and any proposals for new staffing and new service developments are discussed with the director, who will then be responsible for initiating any further action.

## Recruitment and Induction

* To monitor staffing resources.
* To recruit and induct staff in accordance with our Recruitment Policy.

## Health and Safety

In conjunction with the Management Committee and the Director:

* To ensure that all legal requirements pertaining to health and safety are met.
* To ensure that all members of staff are aware of their own responsibilities in regard to health and safety.
* To ensure that all members of staff are aware of the project's health and safety policies and procedures.

## Publicity

* In conjunction with the Director to produce publicity for the Limehouse Project.
* To ensure that all publicity produced for Limehouse Project is accurate and appropriate.
* To supervise and contribute to the preparation of material for the annual report.

## Liaison with Other Agencies

* To liaise with other agencies in the interests of the Limehouse Project.
* To establish and develop relationships with a range of advice service organisations and establish a good referrals networks for case work;
* To establish appropriate consultative and co-operative networks with other agencies.
* To represent the Limehouse Project at appropriate meetings and forums including THCAN.
* To report back, as appropriate, to the Director and other staff on the outcomes of such meetings and forums.

## IT Development

* To determine, in consultation with the Director and other staff, the IT needs of individual service areas.
* To ensure that appropriate research is carried out on how best to meet those needs.
* To authorise the purchase of appropriate equipment.

#### General

* To adhere strictly to all Limehouse Project policies.
* To provide regular reports to the management committee.
* To attend and, where required to convene sub-committees of the MC.
* To undertake such additional training as may be necessary, or as may be required by the management committee.
* To undertake any other tasks arising as directed by the C.E.O or the Limehouse Project Management Committee.

The duties laid down in the job description may be reviewed and adapted in consultation between the post-holder andLimehouse Project’s Director.

**Advice Services Casework Supervisor: Person Specification**

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| --- | --- | --- |
| Skills | **Essential** | **Desirable** |
| **Education/Training:** |  |  |
| Educated to degree level. | **X** |  |
| Training towards or holder of a project management qualification. | **x** |  |
| **Knowledge, understanding and awareness of:** |  |  |
| Detailed up-to-date knowledge of Social Welfare issues. | **x** |  |
| Working knowledge and understanding of the needs of local communities its challenges. | **X** |  |
| Awareness of national and local skills and employment related issues, strategies and policies. | **x** |  |
| Financial Inclusion, social policy or social welfare advice. | **x** |  |
| Training and development processes and methodologies. | **X** |  |
| Project management methods and systems. | **X** |  |
| A range of evaluation and research methodologies. | **X** |  |
| Tower Hamlets and local issues. |  | **X** |
|  |  |  |
| **Experience of:** |  |  |
| Delivering case work on range of social welfare issues. | **X** |  |
| Managing and supporting advice workers and volunteers. | **X** |  |
| Development relationships and programmes with supporting partners and stakeholders. | **X** |  |
| Project management, including budget management, | **X** |  |
| Supporting organisations in planning, monitoring and evaluation of project work. | **X** |  |
| Designing and implementing data, monitoring and evaluation systems. | **X** |  |
|  |  |  |
| **Skills:** |  |  |
| Excellent written and verbal communication skills for a range of audiences. | **X** |  |
| Skills as a creative and effective problem solver. | **X** |  |
| Ability to effectively share learning, contribute to and influence development of good practice. | **X** |  |
| Excellent organisational skills, attention to detail, ability to manage multiple workstreams, tasks and working to tight deadlines. | **X** |  |
| Planning project delivery and managing, monitoring and evaluating own workload and that of teams. | **X** |  |
| Ability to analyse data, evaluate project achievements, produce clear and articulate written reports and action plans. | **X** |  |
| Quantitative and qualitative data analysis skills. | **X** |  |
| Good working knowledge of Microsoft Office and database programmes. | **X** |  |
|  |  |  |
| **Personal Attributes:** |  |  |
| Highly motivated and enthusiastic approach to work. | **X** |  |
| Ability to be flexible and respond to unexpected priorities. | **X** |  |
| Commitment to developing social policy based on local action with an ability to think in these terms. | **X** |  |
| Commitment to the benefits of volunteering. | **X** |  |
|  |  |  |

**Training**

Limehouse Project will provide all necessary training and will encourage and where possible support the upgrading of appropriate skills and qualifications.

**Limehouse Project** is an equal opportunities employer that values the importance of diversity and positively welcomes applications from all members of the community, including those with disabilities.  Please note that successful applicants to this post will be subject to a DBS - Disclosure and Barring Service Check. Confirmation of appointment would be dependent on a satisfactory DBS check.