

Support and Supervision Competences

Module 8 Advice Session and Casework Consultancy

8A Provide support and guidance to workers to ensure quality standards during the session

Guidance and support must aim to ensure the client receives the best possible service and that the worker is developed and not undermined.

To do this you need to be able to:

1. Recognise the different needs, strengths and weaknesses of workers, and provide an appropriate level of support and supervision based on individual needs
2. Recognise and respond to different supervision requirements based on the service you are supervising. E.g.
 - quick access for gateway assessors to keep the session moving
 - quick access for telephone workers to keep down costs for client/bureau
 - manage noise levels in the office for telephone workers
 - immediate telephone access for workers operating away from the bureau
 - personal safety procedures for people working away from the bureau e.g. on home visits
3. Support workers to provide a quality service by ensuring that
 - Quality of advice/gateway and other appropriate quality standards are met e.g. LSC
 - Research and campaigns is explored and identified and appropriate action taken
 - Timely action is taken to correct mistakes and to prevent such mistakes reoccurring in the future
 - Workers receive positive feedback to reinforce good practice and

Before doing this you need to:

- a) Be aware of the competence levels of workers you are supervising and any issues that impact on the level of support and supervision they need
- b) Be aware of the service delivery methods and supervision policies/procedures for the methods you are supervising e.g. personal safety policies for home visits
- c) Be competent in the role(s) you are supervising
- d) Be competent in the additional specific underpinning knowledge, and attitudes, in main enquiry areas (see SSC 11)
- e) Have a working knowledge of the quality of advice/gateway standards and any other quality standards relevant to the workers you are supervising E.g. LSC standards and know how to apply them
- f) Have a good level of local knowledge including organisations providing further help and advice to clients and referral policies and procedures
- g) Know bureau and Citizens advice requirements for Research and campaigns and how to progress this in your bureau
- h) Know the process and time frame for taking remedial action in your bureau
- i) Know the process for feeding back

<p>developmental feedback to ensure improvement</p> <ul style="list-style-type: none"> • Good customer service principles are applied <p>4. Support telephone services by using appropriate technical equipment to monitor interviews/gateway assessments.</p>	<p>quality issues to managers, other support and supervision staff and to workers to help workers develop, inform future policy/practice and ensure the same issues do not arise in the future</p> <p>j) Understand that different customers have different needs and engage in bureau processes for seeking customer views and feedback to improve their experience in the bureau</p> <p>k) Be able to model behaviours that demonstrate respect for customers and enthusiasm and commitment to meeting their needs</p> <p>l) Be able to use any technical equipment necessary for monitoring/supporting telephone services.</p>
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8B Manage the practicalities of the session

To do this you need to be able to:

1. Identify and plan resources required and ensure they are available e.g. advisers, receptionist, rooms, leaflets etc.
2. Work with others to plan the logistics of the session including working around other activities E.g. training sessions, the solicitors rota, trainees sitting in/being observed
3. Carrying out initial team briefing and effective communication throughout the session to ensure the smooth running of the session
4. Manage the flow of clients and the appropriate allocation of cases

Before doing this you need to:

- a) Be aware of citizens advice policy and guidance that impacts on managing the advice session
- b) know how the service in your bureau is organised for each session, the level of bureau resources required and the resources available
- c) Know how to plan staff rotas, staff commitments and the ratio of different roles required for individual sessions
- d) Know the bureau process for allocating trainees to sessions throughout the period of training

<p>5. Take appropriate action to deal with problems including:</p> <ul style="list-style-type: none"> • Inadequate staffing • Waiting room disturbances • Difficult/violent clients • Health and safety emergencies – E.g. fire • Equipment breakdown <p>6. Use and demonstrate any technical equipment necessary for the session e.g. adviceline or other telephone systems</p> <p>7. Keep appropriate records of the session and ensure issues feedback to appropriate people with in the bureau to ensure development of individuals and improvement of service.</p> <p>8. Ensure the session follows customer service good practice</p>	<p>e) Know what information the advice team needs at the beginning of each session and ways of delivering this effectively</p> <p>f) Know bureau policy on managing client flow and internal and external referral policies and procedures</p> <p>g) Know bureau policies and responsibilities on dealing with problems including</p> <ul style="list-style-type: none"> • Inadequate staffing levels • Waiting room disturbances • Difficult/violent clients • Health and safety issues • Equipment breakdown <p>h) Know how to use any technical equipment necessary for the session.</p> <p>i) Know some techniques for dealing with pressure at work and keeping calm under pressure</p> <p>j) Know citizens advice and bureau requirements for record keeping for advice session</p> <p>k) Know areas of staff responsibility in terms of feeding back issues for individual development or improvement of the service.</p> <p>l) know the principles of good customer service and the importance of working within these</p> <p>m) understand the importance of continual improvement of the service</p>
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