**Case Checker /QAA Worker**

**SALARY: £12,500**

**HOURS: 15 hours a week**

**Pension scheme**

**CONTRACT: Permanent**

**LOCATION: Office or remote working available**

**The role**

To provide support to the organisation to ensure high quality standards across

our advice services. The role will involve supporting our Quality team in case-

checking using our internal case management system and remote technology.

Case check using Citizens Advice best practice guidelines.

Feedback in a positive and sensitive manner to staff and volunteers

Adapt to changing quality of advice practices.

Work as part of a team to achieve consistency.

Identify learning and development needs of designated staff and

contribute to our learning and development plan.

Contribute to the assessment of competence of designated staff

Monitor the case records / telephone calls of designated staff to meet

quality standards and service level agreements

Ensure remedial and developmental issues are identified and acted on to

develop individuals, improve the quality of advice, and ensure clients do

not suffer detriment due to poor or inadequate advice

Monitor and evaluate activities appropriate to the role and contribute to

the planning process by providing regular reports and feedback on the

areas of responsibility

Carry out any other tasks within the scope of the post to ensure the

effective delivery and development of the service.

**Person specification**

**Essential**

1. Ability to commit to, and work within, the aims, principles, and policies of

the Citizens Advice service

2. At least 2 years’ experience of providing, supervising or case checking

generalist advice against the Citizens Advice performance framework

3. Ability to efficiently use case management systems

4. Ability and experience of feeding back to staff and volunteers on a range

of performance levels

5. A good, up to date understanding of equality and diversity and its

application to the provision of advice, and the supervision and

development of staff

6. Ability to monitor and maintain own standards

7. Proven ability to communicate feedback sensitively and constructively,

verbally and in writing

8. Proven ability to monitor and maintain service delivery against agreed

targets

9. Ability to monitor and analyse statistics and check accuracy of calculations

10.Proven ability to supervise and monitor advice work and to maintain

casework systems and procedures

11. Ability to use IT systems and packages, and electronic resources.