citizens advice in West Sussex North South East

Job Description

Role	MacMillan Supervisor
Reporting to	Service Delivery Manager
Salary & contract term	£32 000.00 FTE per annum Permanent
Hours	30 hrs (0.8 FTE)
Location	Flexible within CAWS offices. Hybrid options considered
Team overview	To ensure the delivery of consistently high-quality welfare benefits advice and support for People Affected by Cancer through the provision of strong technical supervision, adviser support, case checking and quality assurance processes.
Role overview	The Supervisor is responsible for supporting caseworkers via 1-2-1's, reviewing casework quality, conducting independent file reviews, undertaking sample checks, and ensuring that all advice meets AQS standards and the requirements of the Macmillan Financial Health & Wellbeing model. This role supports the Service Delivery Manager to deliver the service.
Main responsibilities	**Key elements/Tasks**
Adviser Support & Technical Supervision	• Provide regular supervision to caseworkers and triage staff, offering technical guidance on complex benefits issues, SR1 evidence, appeals, and mandatory reconsiderations. • Act as an escalation point for advisers encountering complex or unusual cases. • Support staff wellbeing, professional development and confidence in managing complex casework via 1-2-1's. • Support and promote CAWS commitment to equality, diversity and inclusion, and to comply with all relevant equality policies and legislation.
Quality Assurance & Case Checking	• Conduct systematic independent file reviews to assess the quality, accuracy and completeness of advice.

	• Undertake routine sample-set audits, reviewing a representative selection of cases across all caseworkers. • Complete full case checking for high-risk, complex or vulnerable client situations. • Ensure all casework meets AQS/Quality Mark or Quality Mark Equivalent standards. • Produce clear feedback, actions and development plans based on review findings. • Track common issues or emerging training needs and raise these with the Community and Partnership Lead.
Case Allocation & Caseload Management	• Allocate cases to caseworkers based on vulnerability, complexity, adviser capacity and skill mix. • Hold a small caseload to maintain competence. • Monitor task lists, shifting resources across teams to maintain safe and appropriate workloads. • Escalate capacity concerns to the Service Delivery Manager promptly.
Training & Development	• Identify individual and team training needs through supervision, file reviews and audits. • Support delivery of training modules, CPD and refresher sessions. • Mentor staff in trauma-informed, culturally competent and person-centred practice.
Safeguarding, Risk & Compliance	• Operate within the CAWS Safeguarding Policy, ensuring that concerns regarding the safeguarding of children or adults at risk are identified, recorded, and escalated immediately. • Contribute to quality assurance reporting for the Programme Manager and Data Insight Officer. • Take reasonable care for own health and safety and that of colleagues, customers, volunteers, and others, and comply at all times with the CAWS health and safety policies and procedures. • Comply with the CAWS data protection policies and procedures and with relevant data protection legislation, including the UK General Data Protection Regulations (UK GDPR). Handle personal data securely

	and confidentially, only for authorised purposes and in accordance with their role.
Collaboration & Continuous Improvement	• Work closely with the Service Delivery Manager to improve processes, resolve issues and support workforce development. • Provide casework quality data and themes to the Data Insight Officer. • Contribute to service improvement initiatives, sharing learning across the regional delivery partners.

Person specification

Essential

- Significant experience in welfare benefits casework and generalist advice covering other enquiry areas.
- Demonstrable experience supervising advisers or supporting quality assurance processes.
- Strong understanding of AQS/Quality Mark standards and audit processes.
- Experience conducting case checking, file reviews or similar quality assurance activities.
- Ability to mentor and support staff at different levels of expertise.
- Excellent attention to detail and strong written quality.
- Supportive, patient and empathetic leadership style.
- High standards, meticulous attention to detail and commitment to accuracy.
- Strong communication skills with ability to give constructive, developmental feedback.
- Calm and reliable under pressure.
- Commitment to equity, inclusion and trauma-informed practice.

Desirable

- Experience in cancer support services or working with vulnerable health-related client groups.
- Knowledge of Citizens Advice quality frameworks or Casebook CRM.
- Previous supervisory, team leader or mentoring experience.
- Knowledge of Advice Quality Standard (AQS) requirements.
- Experience within a Macmillan, health, welfare rights or advice sector environment.
- Understanding of supporting vulnerable clients facing complex circumstances.