Case Checker

Job Description

Context of Role:
We are looking to expand our quality assurance team.

You will need to have a good eye for detail and be keen to develop your skills to provide effective support to deliver high quality advice.

You will provide effective case checking processes to QAA (Quality Advice Assessment) green standard across the general advice unit within Citizens Advice South Lincolnshire (CASL) and ensure that the information provided to support our clients is consistent, accurate, efficient and effective.

You will take immediate action to contact clients where correctional action is necessary.

You will support the learning and development of all assessors, advisors and trainees.

Role Purpose:

To promote QAA green standard advice processes as good practice across all departments of CASL.

To complete case checking requirements for the advice teams at CASL and complete QAA reporting in line with Citizens Advice guidelines as required.

To provide reports to the Advice Quality Lead and management team on a quarterly basis or as required.

Key Work Areas and Tasks:

Audit

- Be active in the development of an audit system for the provision of advice and information.
- Ensure consistent quality of advice through quality control case checking and feedback to Advice Workers.
- Ensure service meets the Citizens Advice Membership standard.
- Provide practical feedback to support volunteers to develop their skills and to enable them to become confident self-reliant Advice Workers.
- Assist in identifying training and development needs.
- Deliver QAA green standard audit case checking.
- Set client record checking ratios.
- Assessing trainee records to ensure they meet QAA green standard as part of the sign off process.
- Carry out other tasks that may be within the scope of the post to ensure effective delivery of green standard QAA advice delivery.

Research and Campaigns

- Keep up to date with current and potential issues.
- Support effective involvement of volunteers in gathering evidence.
- Take part in national or regional Citizens Advice research and campaigns action.
- Advise the management team of emerging trends.

Other duties

- Provide cover for holidays within the scope of the advice and quality team.
- Carry out other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the Vision, Values and Principles of CASL.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.