

Citizens Advice Richmond

Volunteer Role Description - Training Supervisor

Training and supervision involves supporting trainees through learning programmes and leading group training sessions. This will include trainee Advisers, initial Assessors, Reception and Information staff and may include induction and training of other staff.

Role Responsibilities

- Guide trainees through the learning programmes
- Identify learning needs
- Support learning activities and provide coaching
- Review learning and provide feedback
- Assess progress and give feedback
- Make, or contribute to, decisions about competence
- Facilitate inclusive group activities/training

Personal skills and qualities that a Training Supervisor needs

- A commitment to the aims and principles of the CAB service
- Planning, organisational and problem-solving skills
- Good interpersonal skills
- Excellent communication skills, both orally and in writing
- To be approachable and friendly
- Ability to work on own initiative
- Enthusiasm
- To be able to work as part of a team
- Some training experience

Training Provided

You will complete an induction with Citizens Advice and the local office and attend a two day training skills course. You will also attend courses on Support & Supervision Skills, Quality Workshops and Assessing Competence and will complete a dynamic learning journal to evidence the training you have done.

Hours of commitment

Each volunteer will be required to commit to working one day a week for at least a twelve month period and attend monthly Supervisors meetings.