**RFEA – THE FORCES EMPLOYMENT CHARITY**

**NOVA SUPERVISOR**

**JOB DESCRIPTION**

Role: The role of the Nova Supervisor is twofold: to coordinate and supervise the delivery of the CST’s support to Project Nova; and as a Nova Client Advisor provide the central registration, tracking and helpdesk function for Project Nova.

**Reporting to:** Central Support Team Manager

Programme priorities and tasking will be set by the Nova National Manager.

**Compliance:** The Nova Supervisor isrequired to comply with RFEA Data Protection Procedures, Work Instructions and Project Nova Client Case Management and other policies.

# **Specific Responsibilities:**

Supervision

* Motivated self-starter with ability to work cooperatively within an integrated team dedicated to achieving successful outcomes for clients.
* Within the overall operations of the CST plan and supervise the delivery of required outputs in support of Project Nova.
* Quality assure the activities of Nova Client Advisors, including monitoring incoming and outgoing calls.
* Ensure a consistent approach to escalating issues to Team Leaders and Case Managers in the Nova Areas according to Nova Case Management Guidance, RFEA Policies and Nova Procedures.
* Ensure that Nova Adviser maintains a dedicated caseload of veterans, but that each Nova Adviser is able to manage the caseload of the others so that the team can operate for the working hours of the CST.
* Under the direction of the CST Manager maintain a rota to provide coverage of Nova Advisers for the working hours of the CST.

Engagement

* Receive referrals of Nova Veterans who are veterans in contact with the Police, in Nova areas, either because they have been arrested or because they are working with the Police as they are at risk of arrest.
* Undertake search for Nova veterans where contact details are missing following referral including using of social media.
* Make first contact with referred Veterans within 48 hours.
* Support the Nova Team Leaders and Case Managers to engage with veterans including contact via social media and by letter.
* Support the Nova Team Leaders and Case Managers to register Nova Veterans on the CRM system.

Support Network Referrals

* Support the Nova Team Leaders and Case Managers to manage referrals for Nova Veterans to organisations in the Support Network, including diary management and reminder calls.

Tracking & Follow-up

* Contact Nova Veterans who are in the support network following referral at regular intervals, usually weekly for the first three months following referral and monthly up to nine months following referral.
* Report any issues or problems that the tracking reveals to the Nova Team Leader or Case Manager.
* Follow up Nova Veterans at 3 months and 6 months after case closure.
* Provide accurate and responsive telephone, text, social media and email ‘helpdesk’ support to Nova Clients and other stakeholders.
* Record all interactions with Clients and other Nova stakeholders accurately on the Logical Office (or successor) CRM BMS.

When required undertake other tasks to support the delivery of Project Nova and its partner charities RFEA and Walking With The Wounded.

**PERSON SPECIFICATION**

Essential Competencies

* Motivated self-starter with ability to work cooperatively within an integrated team dedicated to achieving successful outcomes for clients.
* Experience in a customer support environment and aptitude to move to a supervisory position.
* Confidence to independently conduct update calls with Nova Veterans who often have complex lives.
* Commitment to working with each veteran without prejudice and in an equitable manner, including those who are arrested for violent or sexual offences.
* High quality written and verbal communication skills, with a personable manner and excellent telephone technique.
* Empathy with and understanding of the challenges faced by Ex Forces personnel who are in the criminal justice system including those who are arrested for violent or sexual offences.
* Experience of business administration in particular the use of databases and customer relation management systems to accurately record data.
* Strong communicators with Veterans and to share information on cases with Team Leaders and Case Managers.

Desirable Competencies

* NVQ Advice and Guidance.
* A working knowledge of the criminal justice system and experience of working with offenders or ex-offenders.
* Experience of serving in the armed forces.

**Security Clearance**

Successful candidates will be required to undertake Ministry of Defence security clearance check which requires applicants to have been resident in the UK for over 5 years. Successful candidates will also be the subject of an Enhanced Disclosure & Barring Service (EDBS) check and Police Vetting.