

Kirklees Citizens Advice and Law Centre

Job description

<u>Job title</u>	Telephone and Digital Assessor
<u>Reporting to</u>	Contact Centre Manager Huddersfield
<u>Purpose of Job</u>	To provide information and assistance to members of the public and support to the wider service through the Telephone Advice Line, email and webchat.

Duties and Responsibilities

1 Initial assessment

- Assess clients' enquiries using sensitive listening and questioning skills.
- Identify key information about the issue including time limits, key dates and any requirement for urgent advice or action (using the Adviceguide website, scripts and any other diagnostic tools, as necessary).
- Identify and summarise the essence of the issue.
- Assess and agree the appropriate level of service, taking into consideration the clients ability to take the next step themselves, the complexity of the issue and the organisation's resources.
- Refer clients appropriately (both internally and externally) to suit clients needs following agreed protocols, including making arrangements and informing clients of what to expect.
- Signpost clients appropriately to suit their needs, following agreed protocols.
- Record information given during gateway assessment interviews onto gateway screens.

2 Information giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their issues and empower them to set their own priorities.
- Use the Citizens Advice Adviceguide to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the office manual and the Citizens Advice quality standard / other funding requirements, as appropriate.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

3 Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Prepare for and attend supervision sessions / team meetings / staff meetings / external meetings as appropriate.

4 Administration

- Use IT for record keeping.
- Ensure all work conforms to KCALC's systems and procedures.

5 Other duties and responsibilities

- Undertake such other duties and tasks as may lie within the scope of this post.
- Demonstrate commitment to the aims and policies of the KCALC service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Organisational Ethos and Expectations

As part of their role with Kirklees Citizens Advice and Law Centre all staff to :

- Have a commitment to the aims, objectives and ethos of the organisation, and follow policies, procedures and systems.
- Keep the clients' needs at the centre of all the organisation's activity, seeking to deliver the best possible service within resource and operational constraints
- Communicate well and appropriately with colleagues and clients, keeping others informed and consulting as much as possible
- Have a professional attitude, being flexible, supportive and cooperative in working together with other staff members and volunteers.
- Show respect for all colleagues, volunteers and clients in how they speak and act and always behave in a non-judgemental way
- Be willing to learn, accept constructive feedback, adapt to change, always aim to improve efficiency and quality, and take responsibility for their own work.