

Job Description

Single Point of Access Telephone Assessor

- Reporting to:** Telephone Casework Supervisor
- Salary:** £23,900 (£13,412 pro rata) + Weekend Working Allowance of £50 per weekend worked
- Hours:** Part Time, 21 hours to include rotated weekends
- Duration:** Permanent

Context of the Role

As a member of the Single Point of Access assessment team you will work together with our Telephone Casework Supervisor and our excellent team of volunteers to manage the day to day practicalities of the Single Point of Access Advice session.

You will have at least 6 months previous experience of 'gateway' or equivalent advice giving over the phone or in person and have excellent listening and questioning skills and understand the needs of others. Ideally you will have passed your gateway certificate. You will have the ability to produce clear, concise and accurate records of the telephone call using prescribed electronic case recording systems and be able to type as you talk/listen.

Purpose of post

To ensure that the Single Point of Access delivers a service in line with the aims, policies and principles of the Primary & Secondary Intervention Service Contract (PSIS) & Citizens Advice by delivering high-quality, accessible and consistent services that meet or exceed our service contracts, Citizens Advice Membership standards, funder expectations and requirements and community needs. In addition, develop and enhance services in line with the PSIS contract and CAB's strategic plan.

The post holder must be willing to work weekends in order to ensure that a full service of the Single Point of Access is available at all times. Time off during the week will coincide with weekend working.

Main duties and responsibilities

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

Discrimination

- Identify if there is any question of discrimination.
- Be aware of the procedures for dealing with actual and potential discrimination issues.

Research and campaigns

- Identify research and campaigns issues.
- Assist with research and campaigns work by providing information about service users' circumstances through the appropriate channel.

Professional development

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

Administration

- Use IT for record keeping.
- Ensure all work conforms to BTSE systems and procedures.
- Ensure that work reflects and supports the service's equality and diversity strategy.

Other duties and responsibilities

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

Person Specification

Competency	Essential or Desirable
<ul style="list-style-type: none"> • Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service. 	E
<ul style="list-style-type: none"> ▪ A good, up to date understanding of equality and diversity and its application to the provision of advice. 	E
<ul style="list-style-type: none"> ▪ Ability to communicate effectively both verbally and in writing. 	E
<ul style="list-style-type: none"> ▪ Understanding of the issues involved in assessing service users' problems. 	E
<ul style="list-style-type: none"> • Ability to assess service user needs and identify relevant signposting information (electronic and written materials). 	E
<ul style="list-style-type: none"> ▪ Demonstrable understanding of the issues affecting society and their implications for service users and service provision. 	E
<ul style="list-style-type: none"> ▪ Demonstrable understanding of the issues involved in interviewing clients. 	E
<ul style="list-style-type: none"> • Interpersonal skills, including sensitive listening and questioning skills to understand the needs of others. 	E
<ul style="list-style-type: none"> ▪ Ability to quickly sift through information and extract what is relevant. 	E
<ul style="list-style-type: none"> • Ability to manage time effectively for the purpose of assessment 	E
<ul style="list-style-type: none"> ▪ Competence in using IT including typing whilst talking. 	E
<ul style="list-style-type: none"> • Ability to work within guidelines, protocols and procedures 	E
<ul style="list-style-type: none"> • A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas 	E
<ul style="list-style-type: none"> • Flexibility and willingness to work as part of a team. 	E
<ul style="list-style-type: none"> ▪ Ability to prioritise own work, meet deadlines and manage workload in a busy environment. 	E