

Gateway Assessor trainee

Gateway assessors help clients clarify the issues they are presenting and support them with relevant information, either on line, telephone or face to face. Clients may have problems drawn from a wide range of issues including benefits, debt, housing, employment, immigration etc. Gateway assessors are part of a team giving high quality information and as such have the opportunity to make a positive impact on clients' lives. Gateway Assessors have to give information which may be complex at times in a way that is understandable to people, some of whom may be distressed, or unable to express themselves very well or not have English as their first language.

The training programme takes about between 4-6 months and requires volunteers to attend the office two days a week (9.30 to about 4.00 pm). The training is a mix of observing and then conducting interviews, under supervision, undertaking self-study packs, attending sessions with our training officer and attending two days of external training. We plan that once trained, gateway assessors will be able to volunteer at both the Bromley office and at one of the outreach centres, currently at Penge and Orpington.

Because of the length and thoroughness of the training we ask volunteers to commit to volunteering with Citizens Advice Bromley for at least a year after qualifying.

Once qualified gateway assessors may be able to undertake further training to become a general adviser. Advisers give more in depth advice to clients over one or more interviews.