

Telephone Advisor

Purpose of the role

- Assess clients' 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 Adviceguide, scripts and any other diagnostic tools, as necessary).
- Identify and summarise the essence of the problem.
- Establish what the client wants.
- Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the bureau'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 CASE gateway screens.

Social policy

- Identify social policy issues
- Assist with social policy work by providing information about clients' 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 the bureau's systems and procedures.

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 CAB service.

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

- Understanding of, and commitment to, the aims and principles of the CAB service and its equal opportunities policies.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Understanding of the main enquiry issues involved in assessing clients' problems
- Understanding of the issues affecting society and their implications for clients and service provision.
- Willingness to learn and develop skills in main enquiry areas.
- Ability to use IT in the provision of gateway assessments, e.g. basic keyboard / data entry skills / navigation of Adviceguide.
- Friendliness and approachability.
- Sensitivity to the needs of others.
- Flexibility and willingness to work as part of a team.
- Good communication skills both written and oral.
- Ability to access relevant signposting information including electronic and written materials.
- Understanding of bureau procedures and the way in which the bureau works.
- Ability to manage time effectively for the purpose of gateway assessment