



Citizens Advice Luton

Telephone Assessor

Job Description

Salary: £16,750 - £18,207 per annum (pro rata)
(Actual Salary £8,149 - £11,810 per annum)
Hours: Min 18hrs up to 24hrs per week (over 3 / 4 days)

Gateway assessing

- Assess clients issues 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 Citizens Advice public site, 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 gateway screens.

Discrimination

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

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.**
- **Ensure that work reflects and supports the Citizens Advice 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 Citizens Advice service.**
- **Undertake such other duties and tasks as may lie within the scope of this post.**

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Person Specification

1. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
2. A good, up to date understanding of equality and diversity and its application to the provision of advice.
3. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
4. Ability to monitor and maintain own standards.
5. Understanding of the main enquiry issues involved in assessing clients' problems.
6. Understanding of the issues affecting society and their implications for clients and service provision.
7. Ability to use IT systems and packages in the provision of gateway assessments, including the ability to input data for record keeping and navigate online information systems.
8. Interpersonal skills, including sensitive listening and questioning skills to understand the needs of others.
9. Flexibility and willingness to work as part of a team.
10. Ability to communicate effectively both verbally and in writing.
11. Ability to assess client needs and identify relevant signposting information (electronic and written materials).
12. Ability to work within guidelines, protocols and procedures.
13. Ability to manage time effectively for the purpose of gateway assessment.
14. A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.