

HILLINGDON & EALING CITIZENS ADVICE

ROLE DESCRIPTION

VOLUNTEER GATEWAY ASSESSOR

Minimum commitment of 1 day per week (9.00 am – 4.00 pm) (Hayes 8.45am – 3.45pm) for at least 1 year.
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Purpose of role

To provide a high quality, effective and efficient service to members of the public in accordance with the aims and principles of Citizens Advice and the requirements of its Membership Scheme.

1. Main Duties

- 1.1 To interview clients, both face-to-face and on the telephone, exploring the client's problems to identify the issues and ensure that the client is directed to the most appropriate advice or information service.
- 1.2 To maintain clear, accurate and concise client records that meet the quality standards of the Membership Scheme. To maintain records as required for information retrieval, statistical monitoring and accountability.
- 1.3 To be able to identify when it is necessary to seek guidance from the Advice Session Supervisor to appropriately identify advice needs and direct clients to services available within HECA and or other relevant voluntary and statutory agencies.
- 1.4 To co-operate with the arrangements of the Advice Session Supervisor(s) in delivering services.

2. Other duties

- 2.1 Undertake such other tasks as may lie within the scope of this role.

3. Person specification

- 3.1 Understanding of, and commitment to, the aims and principles of the CAB service and its equal opportunities policies.
- 3.2 Good communication skills and the ability to provide an appropriate service to a diverse public.
- 3.3 A basic understanding of the main advice subject areas as detailed in the Adviceguide website.
- 3.4 Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

- 3.5 Ability to monitor and maintain own standards.
- 3.6 Understanding of the main enquiry issues involved in assessing clients' problems
- 3.7 Understanding of the issues affecting society and their implications for clients and service provision.
- 3.8 Willingness to learn and develop skills in main enquiry areas.
- 3.9 Ability to use IT in the provision of gateway assessments, e.g. basic keyboard / data entry skills / navigation of Adviceguide.
- 3.10 Friendliness and approachability.
- 3.11 Sensitivity to the needs of others.
- 3.12 Flexibility and willingness to work as part of a team.
- 3.13 Good communication skills both written and oral.
- 3.14 Recognise own limitations and that of the role
- 3.15 Ability to access relevant signposting information including electronic and written materials.
- 3.16 Understanding of bureau procedures and the way in which the bureau works.
- 3.17 Ability to manage time effectively for the purpose of gateway assessment.

4. Social Policy

- 4.1 Complete a minimum of 5 quick Electronic Bureau Evidence Forms per month.

5. Personal Development

- 5.1 To undertake training to achieve the required level of competence as a Gateway Assessor.
- 5.2 Keep informed of new and changing legislation and of local issues/policies.
- 5.3 Read the regular Citizens Advice circulars and information items.
- 5.4 Attend regular training to develop knowledge, skills and expertise.
- 5.5 Participate constructively in team meetings.
- 5.6 Use computers in areas relevant to the role.
- 5.7 Prepare for and attend supervision sessions/ team/staff meetings/ / external meetings as appropriate.