

## ADVICE PLYMOUTH GATEWAY ASSESSOR

### Role Purpose:

To be the first point of contact at the AdvP telephone call centre (Cobourg House) to determine clients' queries and either provide appropriate information or refer them to an Adviser for advice. Identify potential Social Policy issues.

### Role description:

- Using the telephone, assess clients' needs and capability using sensitive listening and questioning skills.
- Identify and record key information about their needs including time limits, key dates and any requirement for urgent advice or action (using computer based systems and scripts (full training will be given).
- Identify and summarise clients' needs and desired outcomes
- Refer and signpost clients appropriately (both internally and externally)
- Whilst conducting a telephone assessment, record appropriate information onto a computer database.

### Required skills and qualities:

- Demonstrate a commitment to Advice Plymouth's aim, objectives and principles.
- Ability to conduct a telephone assessment of clients' needs.
- Willingness to develop own skills and knowledge as part of self-development including undertaking further mandatory training as necessary.
- Sensitivity to the needs of others and a respect for views, values and cultures that are different to their own.
- Friendliness, approachability and willingness to work as part of a team.
- Good communication skills both written and oral.
- Ability to use a computer in the provision of gateway assessments, e.g. basic keyboard / data entry skills.
- Ability to use the Internet to access appropriate information.