

ADVICE PLYMOUTH INFORMATION ASSISTANT

Role Purpose:

To be the first face to face point of contact at the AdvP drop-in centre to determine clients' queries and either provide appropriate information or refer them to an Advisor for advice. Identify potential social Policy issues.

Role description

- Meet clients at the AdvP drop-in to determine the nature of their query
- 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)
- 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 face to face 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.