

<b>JOB TITLE:</b>	<b>Assessor (Telephone and Video)</b>
<b>SALARY:</b>	£26,260 per annum pro rata + 8.5% pension contribution (after satisfactory completion of your probation period)
<b>HOURS:</b>	Full time hours are 35 hours per week. Normal working hours 09.30 – 17.30 excluding lunch break. Open to job share/ part time applicants.
<b>CONTRACT TYPE:</b>	Fixed-term 12 months
<b>RESPONSIBLE TO:</b>	Service Manager (Projects)
<b>RESPONSIBLE FOR:</b>	Volunteers
<b>LOCATION:</b>	Based at our office in Battersea Library or Roehampton, with flexible home-working options. The post-holder may be required to work anywhere in Wandsworth.

## **BACKGROUND**

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

Citizens Advice Wandsworth, one of the local Citizens Advice members, is a thriving advice organisation that provides information, advice and casework support to local residents. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources including trusts and foundations, central government and the local Clinical Commissioning Group.

Due to increased and changing demand for our services as a result of the Covid-19 pandemic, we have secured funding for a new Assessor who will conduct assessments by telephone and video calls. The post-holder will primarily conduct assessments for clients reaching us through two new channels:

- **Video calls from clients in community partner settings.** We're partnering with several local community and faith groups to trial providing assessment via video call for their community members. We aim to improve access to advice using this new channel, and share learning about this approach with the wider Citizens Advice network.
- **Discretionary Social Fund helpline.** We're establishing a new phone line to assist residents to apply to Wandsworth Borough Council's Discretionary Social Fund. We will also assist callers with information and advice to address their underlying issues.

## **PURPOSE OF POST**

The purpose of this post is to:

- Provide high quality assessments over the telephone and video calls for a diverse range of clients.

- Build trusting and respectful relationships with community partners.
- Monitor project progress and contribute to development of both new channels.

The post-holder may also contribute to our Adviceline service when required.

## **PRINCIPAL TASKS AND RESPONSIBILITIES**

### Assessments

- Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using publicly available information sources, scripts and any other diagnostic tools as necessary).
- 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 organisation'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.
- Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.
- Identify if there is any question of discrimination and be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

### Project development

- Work with community partners to establish the video call channel, identify issues and learning points and raise them with the Service Manager.
- Work with Service Manager and Adviser to establish the Discretionary Social Fund phone line and raise issues and learning points promptly.

### Research and campaigns

- Identify research and campaigns issues.
- Assist with research and campaigns 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.
- Prepare for and attend supervision sessions / team / staff meetings / external meetings as appropriate.

### Administration

- Use IT for record keeping.
- Ensure all work conforms to the organisation's systems and procedures.

## **PERSON SPECIFICATION**

### Essential

1. Ability to commit to and work within, [the aims, principles and policies of the Citizens Advice service](#) and [the vision of Citizens Advice Wandsworth](#).
2. Understanding of the main enquiry areas clients contact us about.
3. Understanding of the barriers some people or communities may face in accessing our advice service
4. Ability to use listening and questioning skills to gather key facts and information whilst conducting phone and video interviews that are structured and controlled.
5. Ability to research issues and provide information and guidance to clients that is accurate, complete and accessible.
6. Ability to build trusting relationships with a diverse range of community partners
7. Excellent telephone/video call manner and a commitment to good customer service.
8. Good written communication skills, understanding of the importance of keeping accurate records of our interactions with clients.
9. Ability to monitor and maintain standards of work, balancing this against the need to manage time effectively and maximise the number of clients assisted.
10. Ability to use and learn IT systems with a high degree of fluency. Relevant systems include telephony platforms, database software and online information resources.
11. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
12. Willingness to work as part of a team in a busy environment and work flexibly with staff and volunteers to deliver a high-quality, client-centred service.

#### Desirable

13. Citizens Advice Assessor certificate or experience.
14. Knowledge of relevant partner organisations locally and nationally.
15. Call centre experience.

We want to build a collaborative 'one-team' culture where staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our services - depending on the needs of clients and colleagues. We are therefore keen to recruit people with a flexible approach and are interested in additional skills/experience that candidates may bring. Please let us know if you have experience of the following:

- advice casework
- quality assurance
- project management
- training
- fundraising.