



Hart Portsmouth
Rushmoor
Joining Forces for Families



Job Role; Advice Assessor

- 15 - 22.5 hours per week (Monday or a Friday required in the work pattern)
- FTE Salary – £18,500 (£11,000 pro-rata + 5% Pension Contribution)
- Fixed Term Contract : until June 2020
- Possible opportunity to train for adviser role

Reporting to: Project Manager

Job Purpose:

- To be the initial point of contact for our referral partners and referred clients including Hampshire Advice Line
- To follow-up with clients about their experience of using our service
- To support volunteer recruitment and induction
- To compile and maintain advice resources for all stakeholders

Main duties and responsibilities

1. *Service delivery:*

- 1.1. Provide an initial assessment of client cases as they are referred from one of the service's referral partners .
- 1.2. To provide self-help information and signposting where appropriate
- 1.3. To appoint to the relevant Caseworker/Adviser where appropriate
- 1.4. To deal with the Hampshire Adviceline tasks/workqueues
- 1.5. Develop knowledge of other agencies that can be signposted to assist the armed forces community
- 1.6. Maintain an accurate and up to date records for all clients using Citizens Advice case management system ,ensuing funder codes are used to capture key outputs of the service
- 1.7. Deliver the service in line with Citizens Advice Performance Quality Framework
- 1.8. Ensure all services are delivered in line with the value of confidentiality , information assurance processes and office manual policies
- 1.9. Develop knowledge and expertise to deliver an effective and up to date service - taking ownership for personal continued professional development
- 1.10. Follow-up with clients at the appropriate time to gain feedback on their experience of using the service
- 1.11. Assist in the development and building of a project resource library to aid the caseworkers in their delivery of client
- 1.12. Attend training, internal/ external meetings as appropriate and as directed by the Project Manager

2. *Other Duties*

2.1. Adhere to health and safety, information assurance policies and have due regard to other members of the team and organisation.

2.2. Additional tasks which may arise appropriate to the grade and nature of the job.

Experience and Knowledge

- An appreciation of the role of the Citizens Advice service and its values
- At least one year experience working in a customer service role or working in a related agency or social care /health environment.
- Ability to listen and question sensitively whilst maintaining control of the situation
- Ability to relate to clients and determine the best way forward for their issue
- A commitment to continuous professional development, including a willingness to develop own knowledge and skills in advice topics related to the project's aims.

Skills

- Knowledge of (or an ability to develop this) and appreciation of the problems faced by the armed forces serving personnel and their families
- Good communication skills - both written and spoken
- Excellent telephone manner
- Ability to be non judgemental , open minded and approachable
- Organised and able to sift through complex information to enable effective focus on priorities
- Good IT skills
- Able to work remotely and be self motivated as well as willing to contribute to a wider team