

## Role Description

### Spanish Speaking Volunteer Triager (Telephone)

<b>Employer:</b>	Advising Communities (AC)
<b>Responsible to:</b>	Latin American Community Coordinator
<b>Employments Status:</b>	Volunteer
<b>Hours:</b>	Minimum 4hrs each week
<b>Availability:</b>	Monday 09:30-13.30
<b>Duration:</b>	Minimum 3 - 6 months
<b>Key skills:</b>	Spanish and English language skills

### Role summary

We run a dedicated service for Spanish speakers each week. This includes a Spanish-language telephone booking line, which is open every Monday from 10am-1pm. During the call, a profile and case record are set up on our case management system, and a brief triage process is undertaken to help us determine why the client has contacted us and establish what level of assistance/support they are seeking.

We are then able to assign/ refer the client to the appropriate services internally and/or externally. The process consists of a brief interview lasting approximately 10 – 15 minutes where information of the enquiry is taken. All urgent matters or deadlines are recorded on the client's case record and, in some instances, an assessment of the client's ability to act themselves. Triagers have the rewarding role of being the first point of contact for clients.

### Responsibilities

- Answering calls in Spanish and following the procedure as set out in our Spanish Booking line procedure document, which will be provided
- Triaging clients and providing information, guidance or signposting them to the appropriate legal adviser (or client support officer) for their issue.
- Liaising with Latin American Community Coordinator and booking appointments for clients as appropriate
- Ensuring relevant administration is completed correctly, including setting up clients' profiles and case records on our case management system; and inputting triage notes
- Providing a professional and efficient service to clients
- Providing any other administrative support as required to ensure smooth running of service
- Adhering to Advising Communities' policies and procedures; working within an equal opportunities and non-discriminatory framework
- Adhering to our privacy policy in line with GDPR and ensuring verbal data protection consent is gained from each client and that this is recorded correctly in our case management system

### Our requirements

- Ability to use a variety of IT packages
- Experience of using case management systems/other databases, or willingness to learn
- An understanding of how the welfare benefit, housing, employment, debt and immigration systems in the UK work, or willingness to learn
- Good communication skills and telephone manner
- Good writing skills; articulate with good spelling and grammar
- A calm attitude and willingness to work with people who are facing stressful situations
- Experience and understanding of the importance of providing high quality customer care when working with members of the public

- Willing and able to work in an environment where equal opportunities, impartiality and confidentiality are fundamental to the service we provide
- Flexible attitude and able to take initiative
- Enthusiasm for, and a commitment to, working in a team

If you would like to become part of a growing team dedicated to combatting poverty and injustice please download the application form from [www.advisingcommunities.uk](http://www.advisingcommunities.uk)