

## Role Description

**Volunteer Triager** (Telephone and Face to Face)

<b>Employer:</b>	Advising Communities (AC)
<b>Responsible to:</b>	Advice Centre Manager
<b>Employments Status:</b>	Volunteer
<b>Hours:</b>	Minimum 10hrs each week
<b>Availability:</b>	(Monday to Wednesday) flexible to your availability
<b>Duration:</b>	Minimum 3 - 6 months

### Role summary

The triage process is used to help us determine why the client has made contact with us and establish what level of assistance/support they are seeking. Thus, reducing the time clients spend waiting at our drop in and providing an easier route to gaining advice. We are then able to assign/ refer client to appropriate services internally and or externally. The process consists of a brief interview lasting approximately 15 – 30 minutes where information of the enquiry is taken. All urgent matters or deadlines are recorded and, in some instances, to make an assessment of the client's ability to take action themselves. Our Triager will have the rewarding role of being one of the first point of contact for clients.

### By Telephone - (Mondays – Wednesdays at the Foundry)

You will accept calls from clients and follow the process suggested above. Including creating enquiries on our case management system, book appropriate appointments for clients to see an adviser or alternative support services.

### Face to Face (Mondays at the Advice Hub)

Interview clients at the drop in, following the process in the role summary above. Assigning clients to the appropriate service adviser or alternative support services.

### Responsibilities

- Triaging clients and providing information, guidance or signposting them to the appropriate legal adviser for their issue
- Follow all administrative procedures relevant to the session you are delivering support on. Ensuring relevant paperwork is completed correctly, details of the support given are up to date, accurate and of the appropriate detail and where relevant added to our case management system.
- Working with clients to improve their understanding and confidence in dealing with their situation through one to one support including making calls on behalf of the client and explaining the content of letters that clients may be confused about
- Completing forms and documentation for clients, these may be online
- Researching additional services available to our clients when needed and providing relevant information from Adviser Net (internal online resource) and or others
- Providing a holistic service and ensuring that clients feel supported after our intervention at the drop-in sessions
- Providing any other administrative support to ensure smooth running of the service and charity
- Working with (but not limited to) vulnerable adults and providing high quality support to all clients who attend our services
- Adhere to Advising Communities policies, working within an equal opportunities and non-discriminatory framework.
- You must ensure strict adherence to our privacy policy in line with GDPR and ensure the relevant procedure regarding data collection, processing and use from all

### Our requirements

- Ability to use a variety of IT packages (Microsoft word, excel, power point and outlook).
- Good communication and telephone skills
- Good written skills, articulate with good spelling and grammar
- A willingness to work with people who are facing stressful situations and who may be distressed in a busy drop in service
- Experience and understanding of the importance of providing high quality customer care when working with members of the public

- You must be 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 apply for the role or require further information please visit: [www.advisingcommunities.uk](http://www.advisingcommunities.uk) or call 03000301121