



Chelmsford



Advice Level 1 & 2 job description

Responsible to: Advice Session Supervisor.

Role purpose: By using questions and listening skills and with the support of the Advice Session Supervisor decide whether to provide information to enable the client to deal with their own enquiry which can be by phone, face to face email and web chat interviews. Or to signpost or refer the client to further services internally or externally, or to give the client a full advice

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Effective written and oral communication skills.
- Ability to use IT in the provision of advice.
- Flexibility and willingness to work as part of a team.

Training

- A 2 day induction, not consecutive days.
- Group sessions learning the different topics and areas our clients ask us about.
- "Homework" which is monitored by the Training supervisor.
- Shadowing experienced Advice 1 & 2 volunteers, dealing with clients on the telephone, face to face or via email or web chat.
- Being observed dealing with clients both "face to face" via email, web chat and on the telephone.
- We would hope our trainees should be able and confident to undertake the role within 12 weeks of commencing.