



# Service Support Coordinator/ Telephone Assessor



## The role

Work with other Service Support Coordinators (SSCs) to provide focused support to volunteers in the delivery of quality assured advice to clients, through telephone, digital and face-to-face advice.

To coordinate the client journey enabling the delivery of a quality assured seamless service.

To manage and support volunteers to effectively deliver quality advice.



## Role profile

### Supervising

- Manage the practicalities of advice sessions and ensure adequate staffing and resources.
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
- Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

## **Staff Management**

- Identify learning and development needs of designated staff, contribute to the organisation's learning and development plan by organising inclusive activities and or one-to-one sessions.
- Undertake appraisals of advisers.
- Deal with poor performance.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication. Attend regular internal and external meetings.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.
- Participate in the recruitment & selection process as well as induction of new staff

## **Telephone Assessor**

- Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the Public Site website, 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.
- Record information given during telephone assessment interviews onto Casebook recording system.
- Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.

## **Learning, Development & Training**

- Identify learning and development needs of designated staff and contribute to the organisation's plan.
- Facilitate inclusive group and / or one to one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
- Contribute and co-ordinate the assessment activities and competence of designated staff.

## **Networking**

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.