

## Telephone Assessor Job Description

- Ø 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).
- Ø 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.
- Ø Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing clients of what to expect.
- Ø Record information given during telephone assessment interviews onto Casebook recording system.
- Ø Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.
- Ø Support and train fellow team members and cascade best practice and knowledge to others.

### Discrimination

- Ø Identify if there is any question of discrimination.
- Ø Be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

### **Research and campaigns**

- Ø Identify research and campaigns issues.
- Ø Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

### **Professional development**

- Ø Keep up to date with legislation, policies and procedures and undertake appropriate training for telephone assessment.
- Ø Prepare for and attend supervision sessions / team / staff meetings / external meetings as appropriate.

### **Administration**

- Ø Use IT for record keeping.
- Ø Ensure all work conforms to the organisation's systems and procedures.