

## Gateway Assessor

### Advice Plymouth

#### Description

Sometimes people have worries and fears about their livelihoods that they just cannot seem to solve themselves or find the answers to their problems and questions with the resources at hand.

Are you passionate about assisting those who are in need of impartial advice irrespective of whether they are young, elderly, suffering hardship for a variety of reasons such as being disabled, unemployed or have accumulated debt? Are you willing and able to become one of our valued and trusted volunteers to liaise with clients as an Advice Plymouth Gateway Assessor?

Comprehensive role specific training combined with any mandatory training will be provided with ongoing monitoring and support. A criminal records disclosure will be required for this role as you will be dealing with vulnerable people.

The Gateway Assessor role will entail:

To be the first point of contact at the AdvP telephone call centre (Cobourg House) to determine clients' queries and either provide appropriate information using a variety of information resources available or depending on the nature and complexity of their query, you may have to refer them on for further advice with our experienced advisers and caseworkers .

Once you have completed training, we ask that you commit to two, four hour periods per week (morning or afternoon) which is entirely flexible to suit your needs. There will be a 3 month trial period for this role, after which there may be an opportunity for further training and development to become an experienced volunteer adviser.

#### Organisation Description

Age UK Plymouth exists to care for and work with older people and their carers in the City of Plymouth. We aim to improve their quality of life through the promotion of choice, opportunity and independence.

Routeways aim is to create the financial and operational environment to enable our projects to achieve their operational objectives, we deliver projects that serve to enhance the social and economic well being of communities by providing choice and opportunity for individuals.

Plymouth Guild offers a free, specialist disability advice and casework service

Citizens Advice Bureau provide information and advice for free to all members of the public

#### When

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Morning	✓	✓	✓	✓	✓	✓	
Afternoon	✓	✓	✓	✓	✓		
Evening		✓		✓			

#### Cause / Interests

Homelessness and Housing, Families, Mental Health, Older People, Disability

#### Types of Activity

Advice, Information and Support, Administration

#### Skills and Qualifications

##### Requirements

Demonstrate a general understanding of Advice Plymouth's aim and objectives

Sensitivity to the needs of others

Friendliness, approachability and willingness to work as part of a team

Good communication skills both written and oral

Ability to use a computer in the provision of gateway assessments, e.g. basic keyboard / data entry skills / navigation of Client

Relationship Management systems

Ability to access relevant signposting information including electronic and written materials

Respect for views, values and cultures that are different to their own

An understanding of why confidentiality is important

#### Additional/Specific Suitabilities

Young people (16-25)

Age/Gender Restrictions	18+
Disabled Access	Yes
Equal Opportunities Policy	Yes
Expenses	Yes - Travel
Induction	Yes
Insurance Cover	Yes
Support on offer	Yes but will assess on an individual basis to ascertain whether they can provide appropriate support
Training	Yes

### Recruitment Method

Application Form, Trial Period, Criminal Records Bureau Check, Interview, References

### Directions

Behind Bretonside Bus Station, next door to Hawkins Meeting House, we are part of Plymouth Guild located within Ernest English House.

### Contact Information

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