* **Job Title:** Access Co-ordinator

# Role Purpose

GNWCAB aims to improve access to advice services provided in our locality. GNWCAB provides a multi-channel service via phone, Near Me, email and in person, giving people accessibility options that best meets their needs. Key to success is the initial assessment of clients’ needs to ensure they receive the most appropriate support timeously as well as supporting the smooth transfer of clients from phone, email and in person services at various locations. The Access Coordinator will be the first point of contact for our clients, providing reassurance and impactful solutions to our diverse community.

Effective triaging will ensure GNWCAB can maximise capacity and efficient use of resources.

**Job Description**

The Access Co-ordinator will use of effective questioning skills to determine the most appropriate source and timing of help for the client. They will: identify emergencies; opportunities for the client to self-help; provide prompt Type I advice where appropriate and arrange call backs and appointments as needed.

They will determine the most appropriate course of action considering the level of priority, client choice and resource availability. The Access Co-ordinator will manage the 10 to 8 appointments system to coordinate access to the service using multichannel options. They will update the case recording and appointment management system and by working closely with General Service Coordinator, maintain an understanding of internal and external capacity and sources of help. They will provide a full and effective administrative service to the bureau by answering all Bureau calls, email and CASTLE allocations.

* To complete client profiling information, identifying presenting and underlying issues,
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
* To liaise where appropriate with bureau staff and other relevant agencies as appropriate
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
* To ensure that all work meets quality standards and the requirements of the funder
* To remain up to date with all relevant legislation and practice in relation to welfare benefits, debt, immigration, housing.
* To adhere to all GDPR requirements and CAB policies.
* To provide regular reports on the functioning of the work as well as progress and learning achieved
* Identifying key information about the problem including time limits, key dates and any requirement for urgent advice or action, addressing emergencies/priorities.
* Researching Advisernet, determining the most appropriate course of action, making appointments with advisers via preferred channel, recording information in Castle
* Maintaining 10 to 8 appointment system Take responsibility for implementing policies, procedures and protocols of the organisation.
* Understanding of personal safety in accordance with the organisation's Safety Procedure.
* Actively participate in team meetings and the development of the organisation by participating in development days and focus groups.
* Keep up to date knowledge of legislation, policies etc. relevant to post
* Identify own learning needs and participate in identified learning opportunities when required.
* Managing diaries with support of General Service Coordinator to maximise use of available resource.
* Carrying out evaluation work i.e. exit surveys/impact surveys to monitor the impact of advice given
* Following up on client’s outcomes and recording them in Castle
* To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework
* To liaise, communicate with and be operationally responsible to the General Service Coordinator

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the CEO.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Demonstrable understanding of delivering advice in welfare benefits, debt, housing
* Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards
* Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Near Me, Zoom, Teams and other systems
* Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.
* Ability to work calmly when dealing with competing priorities
* Ability to work without supervision and prioritize workload
* Experience of working with people with multiple and complex needs
* Ability to deal with issues sensitively
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* Ability to work across multiple teams and build effective relationships quickly
* Knowledge of a range of enquiry areas to aid with identifying emergencies
* A commitment to the aims and principles of Citizens Advice Bureau
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Commitment to volunteerism

**Desirable**

* Experience working remotely, on webchat and video conferencing (Near Me)

**Glasgow North West Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SCO05641**

**Charity name: Glasgow North West Citizens Advice Service**