

Customer Assessment and Support Worker

Job description and person specification

Purpose of the job

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

As a customer assessment and support worker, you will be joining a team (including advice workers, advisers, administrators and volunteer advisers) delivering services to some of the most vulnerable people in the community. Which service you are asked to deliver, to who and from where, depends on the business needs of the organisation.

Main duties and responsibilities

Our customer assessment and support workers are required to :

- Welcome clients to the service
- Enable clients to explain their needs
- Explore clients' circumstances, support needs and channel preferences
- Assess clients' needs and advise on the options for meeting these needs
- Research options for meeting clients' needs
- Support clients to develop and implement actions to meet their needs
- Create and maintain comprehensive client and service provision records
- Provide services in accordance with all relevant quality standards
- Ensure that service and individual performance standards and targets are met
- Work in partnership with others in the best interests of clients
- Identify and report evidence to support social policy campaigns.
- Any other duties deemed necessary for the delivery of the service.

Professional learning and development

Customer assessment and support workers are required to undertake learning and development including keeping up to date with rules and legislation, policies and procedures and attending internal and external training as required.

Person specification

Essential :

Knowledge and experience in

- The delivery of excellence in customer service across all channels
- Assessing and supporting clients both on the phone and in person

Skills and abilities

- To be able to learn and interpret complex information and convey it in an understandable way
- To communicate well with clients (including those facing barriers) , colleagues and other agencies
- To support and empower clients
- To have strong IT skills and have the ability to support others with IT
- To be able to learn and interpret complex information and convey it in an understandable way.

Aptitude

Commitment to:

- Working flexibly and to adapting to changing needs and priorities
- Team working and partnership working
- Reliability and excellent time keeping
- The delivery of service and individual performance standards
- Valuing diversity
- Flexibility and willingness to travel between different locations and be available to work on a rota between 8am and 6pm Monday to Friday with occasional weekends if required.
- The goals and values of Citizens Advice Sheffield

Qualifications and training

- Successful completion of all mandatory training requirements

In addition as desirable criteria

- Experience of working in partnership with others
- Understanding of the benefits system