

Telephone/Digital Assessor

Location: Office-based at Oxford House, Oxford Row, Leeds, LS1 3BE.

Time commitment: To do this role you need to be available on Wednesdays or Thursdays from September 2024 onwards to take part in group training. We ask for a commitment of at least 6 hours a week for a year or more.

Why we want you

We are looking for volunteers to join our Telephone Team to volunteer on Thursdays or Wednesdays and help provide an effective and efficient triage service to members of the public, making an initial assessment of their needs, through the use of telephone and email.

Main duties and activities may include:

- Identifying the nature of the client's enquiry
- Assessing the level of service required by the client
- Offering and explaining information to clients
- Identifying cases which require urgent action
- Liaising with supervisors and making internal appointments where appropriate
- Referring or signposting clients to external agencies
- Recording details and enquiries on our electronic case recording system

Personal skills and qualities:

- Excellent written and verbal communication skills, including telephone skills
- Ability to quickly sift through information and extract what is relevant
- Basic mathematical skills, including percentages and good IT skills
- Ability to access relevant signposting information including electronic and written materials
- Sensitivity to the needs of others
- Flexibility and willingness to work as part of a team
- Understanding of the issues affecting society and their implications for clients

What's in it for you?

We provide extensive training and support for our volunteers that includes:

- Full training through self-study and observations
- Travel expenses
- A friendly working environment which values the contribution of volunteers
- Personal satisfaction and self-development