

Volunteer Role Description



Title of Role: Volunteer Triage Assessor

Purpose of the Role

The purpose of the role is to provide an effective triage support service to members of the public that drop-in to the DIAL office. By providing a short assessment interview you will identify the appropriate referral to the relevant internal/external advice worker.

Main Activities/ Tasks

- To explore and determine the clients situation by using listening and questioning skills.
- Take minimum personal information in order to make appropriate internal referrals.
- Identify key information about the issue, including time limits, key dates and any requirement for urgent action.
- Agree and establish what the client needs and explain what service provision is available.
- To seek support from the Helpline and Benefits Team as necessary to ensure a quality of service, accuracy and good practice.
- To maintain accurate records of each client using our Case Management System.
- To undertake other Helpline tasks (including answering calls) to support the team.
- To commit to at least one day per week.
- Offer support at Information and Advice outreach surgery.

Qualities/ Experience/Skills

Excellent verbal, written communication and listening skills are essential to fulfil this role. You must possess a friendly and approachable disposition and be able to work as part of a team. Maintaining confidentiality, when dealing with all clients, is an essential part of this role. Having the ability to identify relevant information and respond appropriately to different situations is required. You must be able to demonstrate empathy with the client and be able to understand their emotional needs and have the ability to discuss issues of a personal nature with a sensitive and non-judgemental approach. Computer skills/experience is necessary as the Case Management/Information System is computer based.

Training

Each volunteer will have a full Induction to familiarise them with the overall working practices of the organisation. Full in-house training will be given. External training, such as, 'An Overview of Welfare Benefits' (a three day course), is appropriate to

enhance this role. Initial shadowing of staff members during office appointments will be undertaken to prepare the volunteer for the specific tasks that their volunteering role will focus on.

Location

DIAL Doncaster, Unit 9, Shaw Wood Business Park, Shaw Wood Way, Doncaster, DN2 5TB.

Main Point of Contact

Mick Talbot, Office Manager