



Title of Post: Assessment Supervisor (21 hours per week)

Grade / Salary: SCP 22 - 25

Main Purpose of Job

The post holder will be responsible for managing access to the Law Centre's advice services by overseeing the assessment of initial client enquiries ensuring that assessments are dealt with appropriately and efficiently either by an internal referral or signposting to other services. The post will cover the whole of the assessment session operating Monday to Friday 10am to 2pm.

In addition, the post holder will work closely with existing volunteers. This will include supervising volunteers.

Location of the Post

The post holder will be based at the main premises in Chesterfield or at any other Law Centre premises within the catchment area.

Responsible For

The post holder will not be responsible for any paid staff, however, you will supervise volunteer assessors.

Responsible To

The Volunteer Co-ordinator and other members of the Co-ordination Unit

Main Duties of the Post

Assessment supervision

1. Provide supervision to the assessment team throughout the session;
2. To manage the intake of enquiries and ensure the smooth running of access to the service, including but not limited to overseeing rotas, the central diary, new client slots and referrals;
3. Ensure the Law Centre is complying with General Data Protection Regulation for assessment enquiries.
4. To be the first point of contact for managing emergencies or immediate deadlines;
5. In the absence of a volunteer assessor, to interview, assess and respond to clients (or anyone else acting on their behalf) making first contact with the Law Centre (through phone, in person, by letter or email) and assessing what service the Law Centre is able to offer them, including seeing clients at other

- venues as required;
6. To signpost clients to external services as appropriate;
 7. To make internal referrals within the Law Centre as appropriate.
 8. Ensure relevant self-help guides / resources are available and develop new ones where appropriate. Identification of any new agencies or organisations which may be useful to our callers
 9. To maintain computerised and written records to the standard required and in line with the case management procedures of Derbyshire Law Centre;
 10. To work in partnership with other agencies as appropriate and in particular to ensure smooth referral pathways between local agencies.

Quality management

11. To check records completed by volunteer assessors are following guidelines;
12. Be responsible for other quality control measures where required;
13. Identify any complaints (received via phone, in person, by letter or e-mail) and refer to the appropriate person;

Volunteers and training

14. To support the Volunteer Co-coordinator with training either in a classroom setting or on the job

In addition

15. Support admin with data inputting when necessary;
16. To liaise with specialist units within the Law Centre and work with them to ensure that their work flow fits with their capacity and required targets;
17. To attend and participate in meetings including co-ordination unit meetings and other relevant events;
18. To adhere to and positively promote the Law Centre's equality and diversity policies in all aspects of their work;
19. To undertake any other duties as agreed between the post holder(s) and workers group or Management Committee, in consultation with the relevant trade union where necessary.