

DERBYSHIRE LAW CENTRE

ROLE DESCRIPTION: VOLUNTEER ASSESSOR

MAIN PURPOSE OF ROLE: to screen initial enquiries to the Law Centre and, with support from the Assessment Supervisor, progress the caller's issue(s) to the most appropriate stage: either providing self-help guidance and signposting or booking an appointment with a specialist adviser.

RESPONSIBLE TO: Workers Group via the Volunteer Coordinator

MAIN DUTIES OF THE ROLE:

1. General assessor duties:

- Greet callers (mainly over the phone but occasionally face to face) and explain the assessment process
- Explore the caller's problem(s) and situation
- Assess the risk / urgency of the caller's issue and their ability to deal with the problem themselves
- Identify, with support from the Assessment Supervisor, the next steps that need to be taken
- Use online and paper resources to provide self-help guidance and/ or signpost callers to services that can help them
- Summarise the conversation for the caller and explain what happens next
- Book appointments where appropriate using Microsoft Outlook Calendar
- Encourage callers to return if necessary
- Update the Law Centre's Case Management System, completing a record of the assessment according to an agreed format
- Liaise with the Assessment supervisor and receptionist to ensure the smooth running of the front line service

2. Other duties:

- To undertake any other relevant duties to benefit the Law Centre as agreed by the volunteer, their supervisor and Workers Group.

At all times, there will be a paid worker available who will be responsible for the smooth running of the front-line reception and assessment service. The volunteer assessor will not provide legal advice to callers, either by telephone or in person. Legal advice is seen as a separate task, requiring specific training and skills.

Training:

Full training is given in all aspects of the work.

Volunteers Forum:

The Law Centre has a successful Volunteers Forum, which meets regularly to discuss issues of interest to all the Law Centre's volunteers. All volunteers are encouraged to attend the forum meetings and to participate in organising, chairing and taking of minutes at these meetings.

PERSON SPECIFICATION

Role Title: Volunteer Assessor

This is likely to be the right opportunity for you if you can answer “Yes” to the following questions:

Am I

- Interested in the work of the Law Centre?
- Interested in helping people?
- Open minded and non-judgemental?
- Flexible in approach?
- Friendly and welcoming?
- Able to communicate clearly, especially over the telephone?
- Able to listen, understand and explain information?
- Able, with support and training, to work in a busy environment and undertake a range of tasks?
- Able to abide by a confidentiality policy?
- Reliable?
- Looking to work as part of a team?

In addition you will need to be able to demonstrate the following abilities / skills:

- Competent computer skills – ability to use the internet effectively and sufficient keyboard typing skills to complete enquiry records
- Good verbal communication skills and confidence in dealing with a range of different people
- Ability to listen to an enquiry and identify/extract the key facts from a range of information
- Ability to read and understand a variety of written information
- Ability to understand, analyse and research information, and to relay information back in a clear, structured way
- Ability to write clear, accurate records in an agreed format
- Ability to follow set instructions and to be trained to follow set procedures