

Purpose of the role of CA Assistant at the Grenfell Assistance Centre

Main duties and responsibilities may include:

- Provide information about the CAB and other advice services to clients from a diverse range of backgrounds and cultures.
- Work collaboratively with other colleagues involved in the advice work process.
- Provide a service that is based on sensitivity and respect for clients.
- Acknowledge children and / or any special needs and take appropriate action.
- Maintain confidentiality about clients and their contact with the bureau.
- Consult the gateway / advice session supervisor and Grenfell project workers appropriately.
- Help with pro-bono clinics and advice clinics, remind clients of appointments and ensure caseworkers have all case notes and other resources.
- Work within agreed bureau systems and procedures.
- Listen to answerphone messages, take messages, call clients back for further information.
- Process client information
- Provide client with information where appropriate
- Create, maintain and archive paper and electronic filing systems in accordance with the bureau's systems and procedures.
- Liaise with advice staff regarding support for individual clients.
- Help create publicity material.
- Update project information materials and information.
- Maintain statistics and collate and produce reports to a prescribed format.
- Use IT for record keeping.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Personal skills and qualities:

- Friendliness and approachability.
- Commitment to the Aims and Principles of the CAB service including the service's equality and diversity policies.
- An understanding of discrimination or the willingness to learn about it.
- Excellent verbal communication skills including telephone skills.
- Good numeracy and literacy skills.
- Ability to access relevant signposting information including electronic and written materials.
- Ability to implement administrative policies and procedures in a busy work environment.
- Good IT skills, including Word, email and internet.
- Flexibility and willingness to work as part of a team.
- Awareness of the potential needs of, and demands placed on, vulnerable clients.