

## Job Description: Triage Adviser

**Employer:** Community Advice Causeway

**Location:** Coleraine, with possibility of occasional travel throughout Causeway Coast and Glens

**Salary:** £25,584 - £27,269 depending on experience

**Hours:** Full-time 35 hours (part-time 17.5 hours considered )

**Contract Type:** 12 months, with possibility of extension

### *About Us:*

Community Advice Causeway provides free, confidential, and impartial advice to individuals in need. We support people facing challenges such as benefits issues, debt, housing difficulties, and employment concerns. Our aim is to empower individuals with the knowledge and support they need to improve their circumstances.

We are looking for a **Triage Adviser** to join our team, working on a very busy telephone reception, ensuring that clients receive prompt and appropriate guidance. This role requires **strong customer service and telephone skills**, the ability to work under pressure, and a compassionate approach to helping those in crisis.

### *Key Responsibilities:*

- Handle a **high volume of calls** on our busy telephone reception, providing **excellent customer service** to all clients.
- Conduct **initial assessments** of client queries, prioritizing urgent cases.
- Provide accurate **information and advice** on available services.
- Refer clients to the appropriate **advisers, services, or external agencies** based on their needs.
- Work efficiently under **pressure**, ensuring all clients are supported in a **professional, empathetic, and timely manner**.
- Maintain **accurate client records** and update internal systems.
- Show **self-motivation and a hardworking attitude**, ensuring all clients receive the best possible service.

## ***Person Specification:***

### **Essential:**

- **A good standard of education** with the ability to process and relay information accurately.
- **Evidenced ability to undertake professional development training** and apply new knowledge effectively.
- **Strong customer service and telephone skills**, with the ability to handle a **large volume of calls** professionally and efficiently.
- Ability to remain **calm under pressure** while dealing with clients in crisis or experiencing hardship.
- **Excellent communication and interpersonal skills**, with a strong emphasis on active listening.
- **Ability to multi-task and prioritize** effectively in a fast-paced environment.
- Strong IT skills, including experience with **databases and Microsoft Office**.
- A **compassionate, non-judgmental, and empathetic approach** to dealing with diverse client needs.
- **An understanding of the problems that people face in our community**, including poverty, unemployment, housing issues, and financial hardship.

### **Desirable:**

- Previous experience in a **client-facing, telephone-based customer service, advisory, or reception role**.
- Knowledge of social welfare issues, such as **benefits, housing, and employment support**.
- Experience working in a **charity, community, or public service environment**.
- Training in areas such as **active listening or client assessment**.