

JOB DESCRIPTION

JOB TITLE: HELPLINE SUPPORT WORKER (POOL)

GRADE: EOII (£24,429 - £25,225)

RESPONSIBLE TO: Advice Services Manager

PURPOSE: To assist Housing Rights to achieve its vision and deliver its strategic objectives through:-

(i) the provision of specialist, comprehensive, holistic advice and support on the core areas of homelessness, housing debt and housing issues to members of the public and relevant agencies.

(ii) the provision of an effective support role to housing and debt advice teams.

(iii) identifying and making timely, appropriate internal and external referrals.

(iv) furthering the mission and aims of Housing Rights.

DUTIES:

1.0 PROVISION OF ADVICE, ASSISTANCE & DIRECTION TO INBOUND HELPLINE CALLERS

1.1 Undertake initial triage phone interview

1.2 To utilize available resources, both printed and electronic, in order to answer queries from clients effectively.

1.3 To be proficient in the use of Housing Rights telephony and Case Management Systems to meet the needs of service demands.

1.4 Use diagnostic questioning to assess caller needs

1.5 Agree callers needs and identify clients desired outcomes and actions

1.6 Aim to resolve all enquiries on first contact with caller

1.7 To work effectively and efficiently by escalating issues of concern on more complex issues and also minimising customer waiting times by making appropriate internal and /or external referrals.

1.8 Empower clients to use self help materials (using www.housingadviceni.org)

- 1.9 Ensure clients details are entered into Advice Pro accurately and promptly in the prescribed manner.
- 1.10 Ensure all work meets both internal and external quality, contractual and performance related requirements
- 1.11 Ensure full compliance with the demands required to deliver the 'helpline service operating model' e.g. shift pattern work
- 1.12 To contribute to the development of housing legislation and policy through the provision of practice based comment.
- 1.13 To contribute positively by assisting in the planning and identifying areas for improving the helpline service.

2.0 PROVISION OF CASEWORK SUPPORT

- 2.1 To provide an effective support role to housing & debt advice teams.

3.0 DEVELOPING EFFECTIVE WORKING RELATIONSHIPS

- 3.1 To create, develop and maintain effective internal working relationships.
- 3.2 To ensure client care and customer focus by creating, developing and maintaining effective working relationships with service users/external agencies and relevant stakeholders.

4.0 DEVELOPING SELF AND OTHERS

- 4.1 To plan, allocate and organise own workload.
- 4.2 To work collaboratively as part of the advice services team.
- 4.3 To take personal responsibility for maintaining awareness of current topical housing / debt issues including wider Housing Rights Service developments and understand the implications of these for customers of the service.
- 4.4 To monitor and evaluate own work.
- 4.5 To develop self to enhance performance.
- 4.6 To contribute to training and development activities for colleagues.

5.0 OTHER

- 5.1 To act in accordance with the agreed values of the organisation.
- 5.2 To ensure the policy and procedure of the organisation, with respect to Statutory Compliance, Client Care as outlined in the person specification for this position, are observed.
- 5.3 To undertake any other duties, consistent with the post which may from time to time be required by the.

The duties of the post will be subject to review in accordance with the needs of the organisation.

July 2018