### **Job Advertisement: Triage Adviser**

#### **Join Our Team – Triage Adviser at Community Advice Causeway**

**Are you great with people and passionate about customer service? Can you stay calm under pressure and handle a high volume of calls? Do you understand the challenges people in our community face?**

Community Advice Causeway is looking for a **Triage Adviser** to manage our very busy telephone reception, providing vital support to individuals in need. You will be the first point of contact, assessing client needs, offering guidance, and referring them to the right services.

**What We Offer:**  
 ✔ A **rewarding role** where you make a direct impact on people’s lives.  
 ✔ **Comprehensive training** and ongoing professional development.  
 ✔ A **fast-paced and supportive** team environment.  
 ✔ Competitive salary and **opportunities for career growth**.

**What We’re Looking For:**  
 ✔ Someone with **a good standard of education** and a willingness to undertake further **professional development training**.  
 ✔ Someone with **strong customer service and telephone skills** who can handle **a large volume of calls**.  
 ✔ A **calm and professional** communicator who can support clients in crisis or hardship.  
 ✔ A **problem-solver** who can assess client needs and offer the right guidance.  
 ✔ Someone comfortable working with IT systems and maintaining accurate records.  
 ✔ A **self-motivated and hardworking team player** who thrives under pressure.  
 ✔ Someone with **an understanding of the problems people face in our community**, such as poverty, unemployment, and financial hardship.

**No previous experience in independent advice services?** If you have the right skills and enthusiasm for making a difference in our community, we will provide full training.

**How to Apply:**  
To apply, please submit your application form detailing how you meet the requirements of the role to [manager@advicecauseway.com](mailto:manager@advicecauseway.com) by 12 noon on Tuesday 8th April.

For more information, contact us at [manager@advicecauseway.com](mailto:manager@advicecauseway.com)

**Join us and make a difference in your community!**