



Gateway Assessors

Cambridge CAB is looking for volunteers who are interested in training to be Gateway Assessors.

A new way of helping to get clients to the advice they need more quickly, is being introduced in April 2010, and we need to recruit volunteers for training now.

What are Gateway Assessors?

They are trained volunteers who are responsible for assessing clients' needs either face-to-face or over the phone. They conduct initial interviews with clients to make a first diagnosis of their problem and make sure they are dealt with appropriately and as quickly as possible. This assessment is tailored to the individual's needs and the assessor identifies the appropriate level of service so that he can make an informed choice about the next step to take, whether that is signposting to another organisation, making an appointment in-house for generalist or specialist advice, or referring to another organisation.

What is expected of volunteers?

Training is not as lengthy as that for Generalist Advisers which can take up to 9 months. Gateway training is covered in 6 sessions, usually 1 day a week over a 6 week period. It includes fully supervised interviewing training. The training is held at the CCAB training suite and on site at the main office.

Once trained, we are looking for a commitment of the equivalent of one day a week volunteering – this could be 2 half days. Due to programming of rotas we would need potential volunteers to stick to their nominated days. Ideally we are asking for 9 months commitment or at the very least a minimum of 6 months. If you are able to carry on for longer that would be even better.

You will be expected to attend training on Monday or Thursday for 6 weeks and the courses start on Monday 8 February or Thursday 18 February.

Currently the work is based at the main office in Newmarket Road but we will be moving to Devonshire Road in the Summer.

Person Specification

- Understanding of, and commitment to, the aims and principles of the CAB service and its equal opportunities policies.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Understanding of the main enquiry issues involved in assessing clients' problems.

- Understanding of the issues affecting society and their implications for clients and service provision.
- Willingness to learn and develop skills in main enquiry areas.
- Ability to use IT in the provision of gateway assessments, e.g. basic keyboard/data entry skills/navigation of Adviceguide.
- Friendliness and approachability.
- Sensitivity to the needs of others.
- Flexibility and willingness to work as part of a team.
- Good communication skills, both written and oral.
- Ability to access relevant signposting information including electronic and written materials.
- Understanding of bureau procedures and the way in which the bureau works.
- Ability to manage time effectively for the purpose of gateway assessment

Please email Elizabeth Mellis, Bureau Tutor, elizabethm@cambridgecab.org.uk to register for training or for further information.