



About the role

- > Job Title: Triage Officer
- > Location: Falkirk Citizens Advice Bureau
- > Hours per week: 35 hours per week
- > Salary: £23,277 per annum

- > **Closing Date:** Friday 6 September 2024
- > **Interviews: Date to be confirmed**

About the job

Falkirk Citizens Advice Bureau is an independent and innovative advice organisation providing holistic advice and support to local people.

Triage Officer will play a key role in the delivery of an independent, free, impartial and confidential advice, information and advocacy service, to Association standards. This will be done by offering a triage support service which will aim to assess client need at the earliest opportunity, effectively prioritising support and allowing more effective appointment/resource management.. The type of issues that the Triage Officer will help advise and direct on include: Benefits, Income maximisation, Budgeting, Money & Debt, Housing, Relationship, Employment and Legal.

Duties will include:

- Answer bureau advice line during opening hour and take details of client enquiries.
- Assess clients' needs and establish level of advice and support needed by using sensitive listening and questioning skills.
- Identify any emergencies and triage as appropriate ensuring the correct type and level of support required.
- Refer to Session Supervisor for help with emergencies.
- Direct clients to the most appropriate form of advice only once they have found out as much information from the client as possible for non-urgent to emergency advice.
- Provide internal and external referrals and information on advice and representation and other tackling poverty initiatives throughout Falkirk.
- To check whether individuals are eligible to apply for benefits or access other income maximisation support and arrange appointments with advisers as necessary.
- To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.



Employee benefits

Falkirk Citizens Advice Bureau offers excellent terms and conditions, including a total of 25 days leave plus 10 public holidays and enrolment into the government NEST pension scheme with an enhanced 5% employer contribution.

How to apply

To apply for this role, please complete the attached application form and send it to bureau@Falkirkcab.casonline.org.uk by close of business on Friday 6 September 2024. For your application to be considered, please ensure you have completed all sections of the form. Please do not attach your CV as this will be disregarded.

Please note that the post is subject to the disclosure of criminal history information.

Equality & diversity monitoring

To help Falkirk Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: bureau@falkirkcab.casonline.org.uk

About the employer

Falkirk Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

Falkirk Citizens Advice Bureau Ltd. is a Company limited by guarantee SC148330, and is recognised as a charity SC006183. Falkirk Citizens Advice Bureau is also authorised and regulated by the Financial Conduct Authority FRN617457 and we are also registered with the Information Commissioner's Office Z6911436