

JOB DESCRIPTION

Job title	Client Advisor
Department	Global Service Delivery – Contact Centre
Reports to	Global Service Delivery Manager
Grade	2

Job purpose	To manage interventions by telephone, email and other channels of contact, including Web (Chat Assist), Social Media, etc. with new and existing Turning Point service users. Manage referrals and provide triage service, handle and resolve general enquiries, make appointments, collect and input personal data, and provide harm reduction information and open up digital support/treatment content according to agreed pathways and criteria.
Key accountabilities	To work closely with Turning Point and 3 rd party services to triage queries and handle data sensitively and in accordance with the law and best practice.

Dimensions	Answer calls and respond to other types of contact, including email, text, Chat Assist etc.	- Utilising Turning Points agreed platforms to process contacts. - Answering contacts with professionalism, care and compassion. - Being prompt and concise to meet needs - To make outbound calls to clients and other organisations as required and as requested by the line manager.
	Process referrals and carry out initial screening assessments	- Support all contacts in making referrals and deliver effective assessments to allocate to the correct treatment pathway. - Transfer calls into regional services and relay information about new and existing clients.
	Respond appropriately accessing the relevant 'Knowledge base' or other researched information.	- Populate and update the knowledge base appropriately and with approval from manager - Reporting where the knowledge base is lacking detail or information - Working as a team to ensure that the knowledge base is accurate and up to date
	Release digital treatment and support to Service User / Client / Customers appropriately and in accordance with agreed criteria	- Releasing care and treatment modules and sessions using agreed care pathways and criteria - Become familiar with the digital content within My Turning Point to promote this pathway option to clients as appropriate.

	Enter new Service User / Client / Customer information into the system	• Ensure data is collected and processed accurately and to a high standard. • Participate in training and learning sessions about Turning Point's Client Record system and other related systems • Outline through the management line queries or areas to improve within the system as it is being used
	Update existing Service User / Client / Customer information	• Ensure that notes and records are accurate and updated to reflect disclosures and discussions. • Comply with policies, procedures and the Law, especially in relation to GDPR Data Protection • Ensure that any areas of concern or risk as raised through the management line or directly with staff from services
	Identify and escalate priority issues	• Respond to and escalate any feedback, complaints or risks. • Comply with policies, procedures to ensure risks are managed and clients and their families remain safe. • Use the appropriate channels to escalate risks and concerns, including DATIX, email, telephone etc.

PERSON SPECIFICATION

	Essential	Desirable
Personal effectiveness	• Ability to communicate effectively through remote channels such as telephone and email. • Evidence of effective listening, • Ability to demonstrate empathy and understanding. • To have the confidence and ability to appropriately handle challenging situations. • Ability to communicate sensitively and confidently to a diverse range of individuals at all levels.	• Experience of working within a contact centre or customer /care service environments

	• Ability to remain calm under pressure and to demonstrate initiative to offer resolutions to problems. • Willingness to learn and take responsibility for own personal development	
Technical Effectiveness	• Experience of using a range of IT applications, including Microsoft office, Web chat, social media and outlook calendars. • High levels of accuracy and attention to detail • Experience of inputting data into IT systems • Understanding of data processing, confidentiality and data protection (GDPR) • Ability to provide information in a clear and logical manner, to provide support and book appointments.	• Previous experience of CRM (customer record systems) and managing sensitive data • Previous appreciation of drug, alcohol and mental health awareness and/or experience of working with the substance misuse, mental health sector.
Experience and qualifications	• A good standard of verbal and written English • Experience of working in a fast pace busy office environment	• A relevant qualification in health and social care, or an interest in the sector • Experience of working within the health and social care sector or have previous contact centre experience