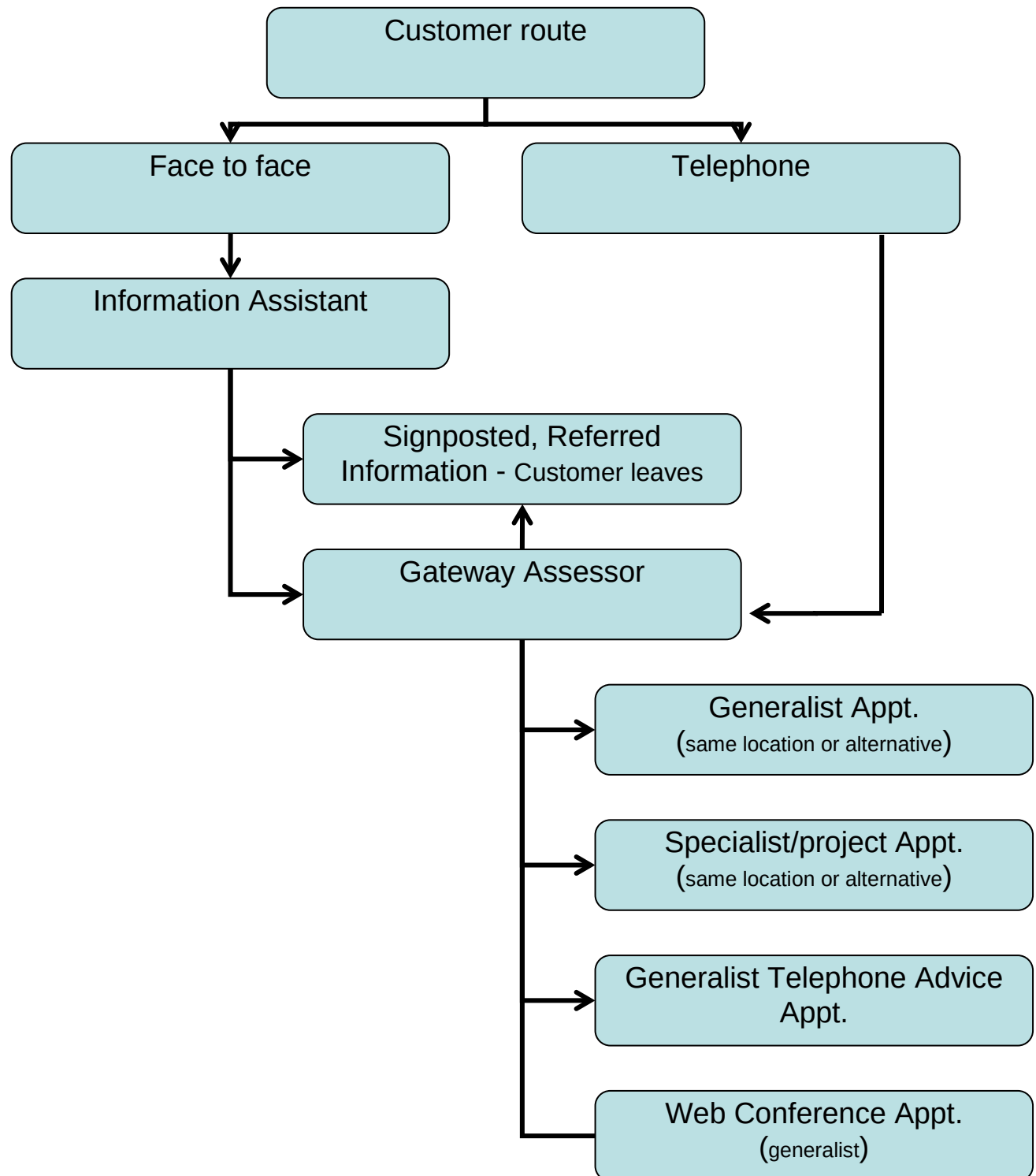


Sample role definitions and customer route through first contact to advice.

This example uses Gateway Assessors, other agencies may use triage or diagnostic interviews.



Role outline

Reception worker

Face 2 face

Responsible for the reception and waiting area; meeting and greeting customers and explaining the process; gathering initial information.

Information assistant

(Face 2 face)

A reception worker trained to assist with self help information (hard copy and electronic) and will be responsible for monitoring usage and stocks of leaflets.

Gateway Assessor

(telephone and face 2 face)

Trained to assess the customer's needs, the level of help required and to decide the next step.

NB. A supervisor must be on hand to assist with more complex issues

