

GATEWAY ASSESSOR ROLE

Expectation of 2 days per week - 9:30-4:30pm for 6-12 months

Gateway Assessors undertake gateway assessment interviews as a means of identifying the next step that needs to be taken in the client's particular circumstances.

The role is a dynamic and focused one that requires holders to have key skills. It can be performed by a person new to the bureau, someone developing from a reception or information assistant role or by an adviser with further training.

Since the launch of the modular learning programme, which includes training for gateway assessors, bureau can decide whether the role is undertaken by those:

- directly trained to gateway assessment
- developing from other roles
- training to be advisers
- trained as advisers and having undergone further training.

It could be any or all of the above, providing that the individual has been trained in the role and assessed as a competent gateway assessor.

For insurance purposes the following applies to gateway assessors:

- they have been trained to carry out gateway assessments and use up-to-date information resources
- they know precisely what they are doing in a gateway assessment
- they understand the limits of their knowledge / role
- they make case records
- they are fully supervised and supported.

Key tasks

- Greet the client and explain the gateway assessment process.
- Explore the client's problem(s) and situation.
- Assess the risk / urgency of the client's issue and their ability to deal with the problem themselves.
- Identify any eligibility criteria relating to the appropriate next step.
- Identify the next step that needs to be taken.
- Summarize the content of the interview for the client and explain what happens next.
- Ensure clients know they can return if necessary.
- Update the database, completing the gateway assessment screens.