



Advice assistant role description



What will you do?

- complete an introduction to Citizens Advice and training for your role
- work with Citizens Advice advisers to help clients with specific tasks
- write a summary of the clients' problems and what action you've taken

Some examples of what you could do:

- make initial contact with a client who has been referred by an external agency or self-referred via the postcard system
- record details of new clients on our client management system (Casebook)
- book appointments for existing clients
- complete referrals to external agencies such as foodbanks or other advice centres
- respond to simple e-mail enquiries
- cover the office phone on a rota basis to book or reschedule appointments for existing clients
- find information on the Citizens Advice public website, Gov.uk and Shelter within the subject areas of benefits, housing, consumer and family.
- help clients to write letters using template and sample letters on the public website, AdviserNet and Shelter
- complete income and expenditure forms with clients
- help a client to find a lawyer
- help a client to switch energy provider



What's in it for you?

- make a real difference to people's lives
- learn about several key issues such as benefits and debt
- build on valuable skills such as communication and listening
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and explain it to others
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Ideally we ask for 8-10 hours per week, which can be over one day or spread over two days, for at least 12 months.

We can be flexible so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an advice assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details