



Adviser

Purpose of role

- To help provide an effective and efficient advice service to members of the public
- To help influence government and other organisations by informing them of the effect of their actions on the lives of clients



What will you do?

- Interviewing clients, both face-to-face and on the telephone, letting the client explain their enquiry and helping the client to set priorities.
- Finding, interpreting and communicating the relevant information and exploring options and implications in order that the client can come to a decision.
- Acting, where necessary, on behalf of the client, negotiating, drafting or writing letters or making appropriate referrals.
- Completing clear and accurate case records.
- Recognising the root causes of problems and participating in taking appropriate action.
- Keeping up to date on important issues by attending the appropriate training and by essential reading.
- Attending workers meetings.



What do you need to have?

- Understanding and operating within the aims and principles of the Citizens Advice Service and its equality policies
- Excellent communication skills.
- Being open and approachable.
- Ability to communicate clearly both orally and in writing.
- Ability to sift through information and extract what is relevant.

- Basic mathematical skills, including percentages.
- Respect for views, values and cultures that are different to their own.
- An understanding of why confidentiality is important.
- Being open to using computers on a regular basis.
- A positive attitude to self-development and assessment.
- Ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.



How much time do you need to give?

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



Valuing inclusion

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

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