

Adviser

What will you do?

Advisers are some of our more experienced volunteers. They may have previously been Assessors and may specialise in specific areas such as Employment, Housing, Benefits or Debt.

They help our clients either on the telephone or face to face to work on solutions and provide options to the clients about the issues they bring to us.

The issues they deal with are varied.

- Help client with debts to work out a reasonable amount to pay back and make phone calls to companies or agencies they owe money to.
- Explore what benefits a client is entitled to and help them to complete a benefit application form.
- Help a client who has problems with their landlord to understand their housing rights.
- Help a client who may have a problem with their employer, for example redundancy or a disciplinary matter.

The actions our Advisers take include: -

- Talking to clients over the phone, face to face, or online to explore their issues.
- Finding out information about the clients' issues and help them to understand their options
- Empowering or supporting clients to take action to resolve their issues. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
- Writing up a summary of the clients' issues and what action you have taken on our database

- Looking out for problems that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM or local councillor



What's in it for you?

- Make a real difference to people's lives
- Learn about a range of issues such as benefits, debt, employment and housing.
- Build on valuable skills such as communication, listening and problem solving, and increase your employability
- Work with a range of different people, independently and in a team.
- Have a positive impact in your local community.

And we will reimburse expenses too.



What skills do you need to have?

You do not need specific qualifications or skills, but you will need to:

- Be friendly and approachable with good listening skills.
- Be non-judgmental and respect views, values and cultures that are different to your own
- Have excellent verbal and written communication skills along with a good understanding of maths.
- Be comfortable with IT – search engines, databases, email, Microsoft 365 etc.
- Be able to understand research and 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 at least 7 hours per week, which can be over one day or spread over two days, for at least 12 months.

We can be flexible about the time spent and how often you volunteer so come and talk to us.



Where will you be based?

The role can be office based in Fleet or can be delivered remotely by telephone (once fully trained). There is also the opportunity to work at outreach locations within the Hart District.



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 adviser and would like to discuss flexibility around location, time, what you will do' and how we can support you please contact us.



Contact Details

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Citizensadvicehart.org.uk/get-involved/volunteering