

Assessor

What will you do?

Assessors are one of the first points of contact that our clients interact with.
You will:

- complete an introduction to Citizens Advice and training for your role
- find information about the clients' problems and help them to understand their options
- write a summary of the clients' problems and what action you've taken;
They will do this by:
- talking to clients either on the telephone or face to face to fully explore the issue or issues that they have.

The issues we deal with are varied: -

- It could be a problem at work with their employer, for example be facing dismissal or redundancy
- It could be a Housing issue- they may be having difficulty with their landlord.
- They may want to understand if they are entitled to any Benefits as they are struggling making ends meet.
- They may have debts that they need help with.
- They may have a problem with a neighbour.

Once they fully understand the issue, the assessor will research information relating to the problem and provide information to help the client clarify their issues and inform any action they may take.

- They will research using our public website and other trusted sources such as gov.uk
- They will summarise the case and detail information given to the client onto our database.

- They will signpost clients to other organisations for further help and support.
- They may make a further appointment for the Client to see or speak to one of our Advisors for specific or detailed advice.



What's in it for you?

- Make a difference to people's lives
- Increase your knowledge in a range of issues that are affecting local people
- Build your skillset - particularly – communication, analysis, listening.
- Work with a range of different people both clients, staff and other volunteers
- Have a positive impact on our local community

And we will reimburse expenses too.



What skills do you need to have?

- Be friendly and approachable with good listening skills.
- Be non-judgemental and respect the views, values and cultures that may be different to your own.
- Have good verbal and written communication skills along with a good understanding of maths.
- Be comfortable with IT - search engines, databases, email, Microsoft 365 etc.
- Be willing to follow the Citizens Advise aims, principles and policies including confidentiality and data protection.
- You should also be willing to undertake training before you start to work with our clients.



How much time do you need to give?

Ideally, we ask for a minimum of 7 hours per week, which can be over one day or spread over two days, for at least 6 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 full training has been completed). 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 assessor and would like to discuss flexibility around location, time, what you will do and how we can support you please contact us.



Contact Details

Volunteering@citizensadvicehart.org.uk

Citizensadvicehart.org.uk/get-involved/volunteering

