



Web Chat Assessor

What will you do?

Web Chat is a new way that we are interacting with our clients.

You will engage with clients via Web Chat and instantly try to explore and respond to 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 Digital and Web Chat Volunteer will research information relating to the problem and provide options to help the client decide what action to take.

- They will research using our own website and other trustee sources such as gov.uk
- They will summarise the case and record any actions taken onto our Client Records Database.
- They may make a further appointment for the Client to see or speak to one of our Advisors.

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, digital skills and explaining complex information
- 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 and good spelling or willingness to use spell checker
- have good 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 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.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a digital chat and messaging volunteer 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