

Initial Contact Adviser

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore what problems they've come for help with
- assess clients capacity and the level of help they need, to decide next steps
- find information about the clients' problems and help them to understand their options
- identify when a client needs more in depth help than you can give at initial contact, and make an appointment for them to come back
- write a summary of the clients' problems and what action you've taken
- look 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.

Some examples of what you could do:

- help a client with rent arrears find how to get help with their rent, and take the first steps to secure their housing
- help someone with debts work out a reasonable amount to pay back, and make a phonecall to an organisation they owe money to.
- explore what benefits a client is entitled to and to take the first steps in making a benefit claim.



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 analysing
- 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 6 hours per week, which can be over one day or spread over two days, for at least 6 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 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 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

Please email recruitment@casws.org.uk to request a Volunteer Application Form