



Volunteer Opportunity- Giving Advice Level 1 & 2

This is an opportunity to volunteer and help people, as this role can be delivered remotely, either from the comfort of your own home or wherever works for you.

The benefits from undertaking this role, especially in these trying times, will be very rewarding in assisting people and gaining satisfaction from helping them

Once trained you will be assisting clients by phone, email and / or web chat to help resolve their issues/problems.

By using questioning and listening skills to gain as much detail as possible, to decide what the next best steps are.

This could be providing clients with assisted information; signposting to other Organisations; referring clients to other services internally or externally; arranging for the client to receive full advice from one of our experienced advisers, all with the back-up and support of an Advice Session Supervisor.

Full training will be given for this role and it will be delivered remotely, by web work and online tutorials plus, team online meetings to keep in touch.

Once training is completed you will be able to access the Citizens Advice Information systems to provide clients with the correct relevant information/advice.

All work will need to conform to the standards set out by Citizens Advice and detailed case records will need to be maintained at all times. Again, full training will be given to enable our volunteers to undertake this very rewarding role.

Person specification

Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

Skills & Qualifications

- Ability to monitor and maintain own standards.
- Effective written and oral communication skills.
- Understanding of the issues involved in interviewing clients.
- Ability to use IT in the provision of advice.
- Confident user of Microsoft Word, Email and Internet.
- Flexibility and willingness to work as part of a team.
- Be open minded and non-judgmental