

# Advice Assistant

## What will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Help us to address the increase in demand for urgent assistance such as referrals to foodbanks.
- Explore the underlying issues behind a client's need for urgent assistance and provide advice to address the root cause.

Some examples of what you could do:

- Make referrals to food banks by following the process outlined on our SharePoint site, informing client of collection or delivery time.
- Helping to administer the Local Assistance Scheme (LAS), which provides support to clients in crisis, primarily clients who need vouchers to top-up their prepayments meters but also for other basic essentials.
- Calling clients to book in appointments.
- Using multiple IT systems, including our database 'Casebook' to record all client contact and Microsoft 365 to communicate via Teams and Outlook with other member of the Citizens Advice Mendip team.

## Time commitment

We ask for 1 day a week from our volunteers, this can be spread across two days if i.e., two mornings a week.

It is important to note that at CA Mendip, we are still operating remotely so all roles available will require remote working.



## Training

At Citizens Advice we have an online learning platform called 'Skillbook'. This means that the training requires a lot of self-study but also means that you can move through the training materials at a pace that works for you. The Skillbook learning materials would be supplemented with virtual training sessions that put the learning materials into context.

**If you are interested in the Advice Assistant role, please complete our [online form](#) and our Volunteer Development Lead will contact you to discuss the next steps.**