

Adviceline Adviser

What will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Answer incoming calls to our Somerset Adviceline Service.
- Explore the issue the client is presenting with when they call Adviceline, research the possible options for advice then relay this advice to the client in a way they can understand.

Some examples of what you could do:

- Provide advice on any of the advice areas we cover, including but not limited to benefits, housing, employment, family and relationships, debt, consumer and more. If you are interested in knowing more about the advice areas we cover, please refer to [our website](#).
- Help clients to prioritise the issues they present with and explain the steps they need to take to move their situation forwards.
- Use multiple IT systems, including our database 'Casebook' to record all client contact and Microsoft 365 to communicate via Teams and Outlook with other members 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 Citizens Advice 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 Adviceline Adviser role, please complete our [online form](#) and our Volunteer Development Lead will contact you to discuss the next steps.