



## Telephone Adviser/Adviser

### What will you do?

- complete an Adviser or Assessor core training programme, including telephone advice skills
- talk to clients over the phone, to explore what problems they are seeking help with, and access the level of advice or assistance the client needs
- find information about the clients' problems and help them to understand their options
- Refer clients to their local office for further face to face advice or give them information about another organisation who can help, if needed
- write a summary of the clients' problems and what options you've discussed and any referrals made
- look out for problems' that are common, or are unfair, and write a short report about the problem, to help our Research and Campaigns work
- **Some examples of what you could do:**
  - explore what benefits a client is entitled to using an online benefits calculator
  - find information which explains the eligibility for benefits like Carer's Allowance and Universal Credit and explain how to make a claim
  - help a client to understand their rights for repairs to their home
  - Identify what steps a client can take to resolve their problem with a second hand car



## 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 problem solving, and 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 reasonable 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 ongoing training in your role



## How much time do you need to give?

Ideally we ask for a weekly commitment, but 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 disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



## **Contact details**

**Lucy, Volunteer Development Officer:**

**[volunteer@citizensadvicemendip.org.uk](mailto:volunteer@citizensadvicemendip.org.uk)**

**01749 345394**