

# **“Help to Claim” Information Assistant**

**Our Information Assistant volunteers support the “Help to Claim” service and are based in Liverpool city centre.**



## **What will you do?**

- complete an introduction to Citizens Advice and training for your role
- welcome clients and other visitors to Citizens Advice Liverpool
- check the service is appropriate for client and give out and help clients complete forms to access the service
- inform of alternative offices and services and provide leaflets and contacts if the “Help to Claim” is not the right service and/or help them find information on line that can help them solve their problem
- help clients carry out an activity on line to solve their problems
- type up information from the client into our systems
- carry out admin tasks e.g. photocopying, scanning, ordering leaflets
- help maintaining the reception area and with the day to day running of the service



## **What’s in it for you?**

- gain and build on valuable skills and experience such as communication, IT skills and working in a team
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples’ lives
- work with a range of different people, independently and in a team.

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 and enjoy helping others
- Have good verbal and written communication skills
- Have good IT skills
- Be able to understand information and explain it to others
- be calm under pressure
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection



## How much time do you need to give?

Our “Help to Claim” service is open every day of the week. Ideally, we ask for 8 hours per week, which can be over one day or spread over two days, for at least 6 months.



## 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.

If you are interested in becoming a “Help to Claim” Information Assistant and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



## Contact details

**Susana Carvalho- Volunteer Recruitment & Training Manager**

[susana.carvalho@caliverpool.org.uk](mailto:susana.carvalho@caliverpool.org.uk)

**Pat Breslin- Volunteer Support**

[pat.breslin@caliverpool.org.uk](mailto:pat.breslin@caliverpool.org.uk)

**0151 5221401**