

Telephone & Digital Assessor & Adviser Roles

What will you do?

- complete an introduction to Citizens Advice and training for your role;
- talk to clients over the phone, or on line to explore what problems they've come for help with and prioritise issues;
- give information using our information systems and other sources to help clients understand their situation and their options;
- write a summary of the clients' problems and what action you've taken;
- identify problems' that are common, or are unfair, and use our systems to highlight these problems.

Some examples of what you could do:

- find information online that explains how to apply for housing benefit and explain it to them
- explore what benefits a client is entitled to and book appointments if required to help them to complete a benefit application form.
- Help identify priority debts and refer to the appropriate service to help client deal with debt issues
- help a client who has problems with their landlord to understand their housing rights.

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, analysing and problem solving
- 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 expenses too.

If you're training to be a solicitor and you train and volunteer as a local Citizens Advice adviser, you may be able to get up to six months off your solicitor training contract. See [Solicitors Regulation Authority](#) for more information.



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 people
- 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 training in your role.



How much time do you need to give?

We ask for 1 day per week, which can be over one day or spread over two days, for at least 12 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 an adviser 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

0151 5221401