

What will you do?

- complete an introduction to Citizens Advice and training for your role;
- interview clients over the phone, face to face, or online 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;
- explain the choices and consequences the client faces and support clients to take action to resolve their problem;
- give practical help by writing letters, making phone calls or referring the client to another service and/or other agencies better placed to help;
- keep records of clients' cases by writing a summary of the clients' problems and the action you have taken;
- identify problems' that are common, or are unfair, and use our systems to highlight these problems.

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 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 good verbal and written communication skills
- have good 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 to volunteer at our drop in services in the various sites, 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

Pat Breslin- Volunteer Support

pat.breslin@caliverpool.org.uk

0151 5221401