**Volunteer Adviser (Level 2 and 3) Role Description**

Training is provided for this varied role which you could do if you are able to volunteer for six to eight hours per week for a minimum period of twelve months.

At first you will be trained to Adviser Level 2 and then further progress to Level 3.

**Purpose of Role:**

* Be the first point of contact for Citizens Advice clients (via telephone, face to face, webchat or email)
* Help with a wide range of issues our clients face
* Support the general public across all ages and backgrounds

**Main Duties and Responsibilities include:**

* Identify and summarise the essence of the problem, using listening and questioning skills sensitively and quickly to identify and assess each client’s situation
* Establish what the client wants
* Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and resources
* Give information from our online Citizens Advice database and other sources to our clients
* Identify and assess key information about the problem including time limits, key dates and any requirement for urgent advice or action (using the Citizens Advice website, scripts and any other diagnostic tools, as necessary)
* Signpost clients appropriately to other organisations to suit their needs following agreed protocols
* Keep accurate records of all our cases on the database
* Identify and assist with research and campaigns issues that affect many of our clients
* Use IT systems and online resources to accurately record case notes and client information during client contact

**Personal Skills and Qualities Needed:**

* To be able to use listening and questioning skills sensitively and quickly to identify and assess each client’s situation
* To be able to quickly sift through information and extract what is relevant
* To be confident in the use of computers, the internet and software
* To be able to input data accurately
* To have a good level of literacy and numeracy
* To be open minded, enjoy helping people and show respect for views, values and cultures that are different to our own
* To have an understanding of why confidentiality is important
* To demonstrate a positive attitude to self development and assessment
* To be able to work as part of a team and be flexible and adaptable
* To be able to recognise their own limits and boundaries in the role
* To support the principles and values of Citizens Advice
* To be able to communicate clearly both orally and in writing
* Willingness to attend training and other meetings

An example of what an Adviser Level 2 might do:

* find the information online that explains how to apply for Housing Benefit in a client’s local area and explain it to them
* identify what steps a client can take to resolve their problem with a second hand car
* help a client find and understand what steps they can take to deal with their rent arrears

**Adviser Level 3**

When you progress to Adviser Level 3 you will:

* support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation

Some examples of what you could do:

* explore what benefits a client is entitled to and help them to complete a benefit application form.
* help a client who has problems with their landlord to understand their housing rights.

**Remote- and Office Working**

We are operating with a mix of in-office and remote volunteering and training.

Volunteer Advisers can either work in the office or remotely. Initially we will ask if you are able to come in to the office for at least one session a week, and training will be office based. We are always open to discussing individual circumstances and needs.

Full guidance on remote and in-office working practices and support is provided.