

Telephone Adviceline Assessor

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore what problems they've come for help with
- find information about the clients' problems and help them to understand their options
- Assess the risk / urgency of the client's issue and their ability to deal with the problem themselves.
- write a summary of the clients' problems and what action you've taken
- look out for problems that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM, or local councillor.

Some examples of what you could do:

- find the information online that explains how to apply for Housing Benefit 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

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 analysing
- 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 travel expenses within the boundaries of Enfield 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 training in your role



How much time do you need to give?

Two days a week 9.30am – 4.30pm 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 an Assessor volunteer and need flexibility around location, time, 'what you will do' and how we can support you please include details in your application.

To apply:

please complete the application process on our website:

<http://citizensadviceenfield.org.uk/volunteering>