



Enfield

Volunteer Adviceline Assessor

Role description

Role Title:	Adviceline Assessor
Hours:	14 hours
Location:	Based in Unit 3, Vincent House, 2e Nags Head Road, Ponders End, EN3 7FN.

About the role

Key Functions

What will you do?

- Converse clients over the phone to explore what problems they want help with.
- Assess the client's capability and urgency of the client's issue and their ability to deal with the problem themselves.
- Find information about the clients' problems and help them to understand their options through our public site.
- Write a summary of the clients' problems and outline next steps.
- Look out for problems that are common, or are unfair, and write a short report about the problem.
- Liaise with supervisors about the best course of action.
- Send appointments reminders.
- Photocopy or scan client documents as required.
- Update internal spreadsheets and databases as required.

Some examples of what you could do:

- Use our public site to find the information that explains how to apply for a disability benefit and explain it to them.
- Identify what steps a client can take to resolve their problem with a housing disrepair problem.
- 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 that affect our clients such as benefits, debt, employment and housing.
- Build on valuable skills such as communication, listening, marketing and advertising
- Increase your employability
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.

We will reimburse travel expenses within the boundaries of Enfield.

You will need to:

- Be available two days a week, one of which needs to be Wednesdays throughout October and November until early December 2024 to attend the group training
- Be familiar with and have an ability to develop your skills using Microsoft Word and Excel
- Be able to manage using multiple windows and online resources throughout client calls
- Have excellent verbal and written communication skills
- 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
- Be friendly and approachable
- Be non-judgmental and respect views, values and cultures that are different to your own

How much time do you need to give?

- Two days a week 9.30am - 4.00pm 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 Adviceline Assessor volunteer and need flexibility around location, time, 'what you will do' and how we can support you please include details in your application.

How to apply:

Please complete the application process on our website:

<https://www.citizensadviceenfield.org.uk/recruitment/>