

Volunteer Adviceline Assessor

Role Title: Adviceline Assessor

Hours: 14 hours (2 days) a week

Location: Based in Vincent House, Ponders End, EN3 7FN

About the role

What will you do?

- Talk with clients on the phone to explore the issue they want help with.
- Assess the 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 using the Citizens Advice 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 appointment 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 a client over the phone.
- 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 and information giving.
- Increase your employability.
- Work with a range of different people, independently and in a team.

We will reimburse travel expenses to our office within the boundaries of Enfield.

You will need to:

- Be available two days a week to come into our office.
- 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 during client calls.
- Have excellent verbal and written communication skills.
- Be willing and able 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 other's views, values and cultures.

How much time do you need to give?

- **Two days a week, 9.30am - 4.30pm, for at least 9 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 will need flexibility please include details in your application.

How to apply:

Please complete the application process on our website:

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

If you have any questions before applying please email volunteer.development@enfieldcab.org.uk