

## Role Description

### **We are looking for volunteers to join our team of Adviceline Advisers in Witney, West Oxfordshire**

You'll be helping our clients with challenges such as benefits, debt, housing and employment, among many other issues. Volunteering is usually done from one of our two Witney offices, although during training you can complete some of the courses in your own time remotely. There are of course many occasions where training can take place more effectively in our Witney office, so we aim to have a group or one-to-one session regularly. How this is structured depends on your learning style, the number of trainees and the speed at which you are comfortable progressing.



### **What will you do?**

- complete an introduction to Citizens Advice and, then a programme of specific training to become a Volunteer Adviser
- With direct support from a supervisor and colleagues, talk to clients over the phone to explore what problems they've come for help with
- find information about the clients' problems and help them to understand their options
- signpost and refer clients for further help
- write a summary of the clients' problems and what action you've taken

### **What does the training involve?**

- The training programme is varied and uses different activities. These include group tutorials, both remotely and at our offices in Witney, observations and shadowing, and a full package of self-study and e-learning.
- Each induction programme will last approximately 8 - 10 weeks, although there are plenty of opportunities to continue as your interest and abilities develop in the role.

### **Some examples of what you could do:**

- help a client who has less money because of rising costs or due to changes in benefits
- 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



## What's in it for you?

- make a real difference to our clients' lives
- learn about issues such as benefits, debt, employment and housing
- build on valuable skills such as communication, listening and analysing
- help people from a range of backgrounds and communities
- make an impact in supporting National Citizens Advice Research and Campaigns .



## 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 excellent IT skills – training will be given to use our systems
- 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?

The amount of time required is a minimum of 8 hours per week. Following training, this can be either split into 2 half day sessions or 1 full day between Monday and Friday 9am - 5pm. You'll need to be available for at least 12 months.

Helping people find a way forward, whoever they are and wherever they are

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