

# Information Assistant

## **What will you do?** **Initial Assessment**

- Complete an introduction to Citizens Advice and training for your role
- Greet clients and talk to clients over the phone, face to face, or online to explore what problems they've come for help with
- Complete an Initial Assessment Form to determine the suitable next step of advice by evaluating clients capabilities
- Check for emergencies, deadlines and self-help capability
- Discuss next steps with Team Leader and offer guidance and suggestions to clients
- Arrange appointments for advice/support where criteria are met

## **What will you do?** **IT tasks**

- Log client details on our case management system and take copies of relevant documents from clients
- Complete short reports to flag campaign-worthy issues if appropriate
- Work within a team to keep drop-in/telephone sessions flowing smoothly, seeking regular support and guidance from Team Leaders
- Keep up-to-date with service/training developments, including data protection and equality



## What's in it for you?

- Make a real difference to people's lives
- Learn about a range of real life issues such as debt, benefits, work or housing
- Gain and build on valuable skills and experience such as communication, admin, IT skills, working in a team and increase your employability
- work with a range of different people, independently and in a team
- Have a positive impact on the community.

And we'll reimburse expenses too.

No prior experience is necessary in these areas as you'll receive full training. For individuals who are doing advice giving roles, and who are also training to be a solicitor, if you started training to be a solicitor before 1st September 2021, you may be able to get up to six months reduction in your training contract.

If you started training to be a solicitor after 1st September 2021, you may be able to include time spent volunteering (or working) in advice giving roles as part of (or all of) your qualifying work experience. See [Solicitors Regulation Authority](#) for more information.



## 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?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an volunteer Information Assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

To request an application form please email:

[recruitment@citizensadvicecw.org.uk](mailto:recruitment@citizensadvicecw.org.uk)

To submit an application form or for more information, please contact Nicki Berg:

Nicki Berg, Head of People

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