

# Client Support Volunteer

## Role Description



### INTRODUCTION

The Client Support Volunteer provides face-to-face support to clients in accessing information and services in office and community outreach settings, including building digital skills and resilience in those who are not proficient with digital technology in finding relevant pathways for receiving advice support efficiently. Working with different teams and supervisor, the role will include the following:

### ROLE

Assisting clients who attend the office and outreach session with diverse issues by offering an initial triage and helping them through the provision assisted information. Championing digital inclusion by supporting clients in safely and securely use own devices to access electronic information and advice services online by email, webchat, digital drop-in sessions.

Managing reception and other administrative tasks required for smooth day-to-day running of services such as checking bookings, database entries, post management, signposting to external services, emails, photocopying, scanning, stock control etc.

Setting up community outreach advice session by facilitating stations for advice partners and clients under directions of session supervisors.

### SKILLS AND EXPERIENCE

- Good written and verbal communication skills and confident in engaging with people from the community in office and community outreach settings.
- Good digital skills in video conference platforms, using mobile devices and apps, setting up emails with awareness of digital security and phishing scams
- Good IT skills and comfortable with databases and spreadsheets with excellent attention to detail.
- Patient and ability to coach clients with different levels of digital fluency.
- Good organisational and time management skills with the ability to collaborate, plan, prioritise and work towards deadlines.
- Effective filing skills in saving documents in systematic manner for easy retrieval.

## **WHAT WE OFFER YOU**

Volunteers are supported by our dedicated Volunteer Co-ordinator and supervisors. You will be joining a friendly and supportive team of employees and volunteers who are an integral part of our team.

You will be provided induction and full training, regular 1 to 1 support and supervisions and are welcome to join regular training, social events and support activities.

You will have access to free Level 2 courses and qualification in 46 subject areas to further enhance your professional development and qualification portfolio, including access to Citizens Advice eLearning platform, networks and other resources.

We also reimburse travel cost between Zone 1 and Zone 3. It is CAB policy that volunteers should get out-of-pocket expenses.

## **WHAT ELSE YOU NEED TO KNOW**

### **Equal opportunities**

Citizens Advice Westminster is committed to equal opportunities, and all staff and volunteers are expected to share this commitment. This means actively opposing all forms of discrimination and ensuring that the service is equally available to all people.

### **Confidentiality**

Everything that you see and hear in the organisation is private. All staff and volunteers must sign an agreement to observe a strict rule of confidentiality before they start with us.

### **A commitment to training**

A willingness to learn and develop is central to being an effective volunteer. The role requires real commitment to training and learning due to rapid technological changes and advancements. All volunteers are periodically assessed as to how they are performing via a set of competences specifically adapted for their role. This helps identify training and development needs.

### **Time**

To run an effective service, we require the Client Support Volunteers to be available to volunteer for a minimum of half a day to 1 day per week (Monday - Thursday).

### **What happens after I have filled in the application form?**

Your submitted application form is automatically forwarded to our volunteer recruitment team. The volunteer recruitment team will review your application and if successful, you will be invited to undertake simple assessments and interview.