

Advice support volunteer



Role description

Advice support volunteers will play an important role in our service delivery, and this is a great place to learn more about Citizens Advice and other potential volunteering opportunities. As the Advice Support Volunteer your role could vary depending on service needs. After the initial training, you will gain skills and experience while working with different sections of organisation, this could include:

- Assist clients on reception.
- Speak to clients on our helpline.
- Undertake administrative tasks supporting the advice team.
- Support clients and advisers at our outreach locations
- Organising events

Commitment: 1-2 days per week for at least 3 months

This role requires:

- Good level of IT and digital skills
- Strong Communications Skills
- High attention to detail
- Be friendly, approachable, non-judgmental, and respectful
- Have the ability to assess client's problems using sensitive listening and questioning
- Be willing to learn about and follow the Citizens Advice aims, principles and policies
- A commitment to the training programme and continuous professional development

Desirable Skills: Speak a community language; Arabic, Farsi, Portuguese, Bengali

WHAT WE OFFER YOU

- Our Head of People Development and Volunteering will support you as you join CAW and ensure that you get any training that you might need

- You will join a positive, supportive and friendly team of volunteers and paid staff
- All our volunteers are an integral part of our team. You are invited to attend regular trainings, to join social events and to support group activities
- Your line manager will provide regular individual meetings and support
- You will have access to national Citizens Advice e-learning, networks and resources.
- It is CAW 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 begin their role.

How to apply

You will need to complete [the online application form](#). If successful we will invite you for an informal interview where we will discuss your role, interests, and skills.

What happens after I have filled in the application form?

Your application will be reviewed by the Head of People Development and Volunteering who will contact you for a conversation about your interest in volunteering at CAW. You may be asked to undertake a basic skills assessment and participate in an interview. The process will be friendly and supportive!

If you have any questions about the volunteer roles prior to completing your application please contact volunteering@westminstercab.org.uk