

Role description

This is a key frontline role helping people who are seeking information and advice.. Our aim is to provide an effective and efficient advice service to members of the public and our advisers and assessors are at the heart of this work.

Gateway Assessors explore the client's problem and situation to find out how we can assist them. This might be providing information, making an appointment with an Adviser, or making a referral to another organisation.

Advisers explore and discuss clients' issues and options in more dept and suggest the next steps.

If you are interested in joining the advice team, then you need to be prepared for a longer commitment and training.

Commitment: 2 days per week for 6- 12 months

Qualities Required:

- Being open, approachable, and non-judgmental
- Ability to communicate effectively in writing and in person.
- A good level of literacy and numeracy skills.
- A good level of IT literacy.
- Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.
- Ability to regularly commit to volunteering
- A commitment to the training programme and continuous professional development
- Have the ability to assess client's problems using sensitive listening and questioning

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