



Westminster

Initial Assessor Volunteer

Role purpose

Give information and guidance enabling clients to make informed decisions and access the most appropriate support to solve their problem.

What will you do?

- Work with clients over the phone, online or face to face to understand their needs
- Use Citizens Advice resources to provide clients **information** to help them understand their options
- Provide **guidance** on options available to help clients take action to solve their problems
- Identify and help clients who need emergency support, such as foodbank vouchers
- Identify when a client needs advice and connect them to a generalist or specialist adviser
- Signpost or refer to other services or organisations so that the client can connect to appropriate support
- Record the details of your client interactions in our digital system, detailing information shared and agreed actions
- Contribute to Citizens Advice **research and campaigns work** to benefit the wider community and shape a society where people face far fewer problems

What is helpful for this role?

We are looking for volunteers who:

- Are friendly, approachable and patient
- Have good verbal and written communication skills to effectively support people through challenging situations
- Are non-judgmental and respect views, values and cultures that are different to their own
- Have good research skills, with the ability to locate information from reliable resources to support clients with their queries
- Comfortable with the use of IT
- Are willing to learn about and follow the Citizens Advice aims,

	principles and policies, including confidentiality and data protection • Are willing to undertake training for the role <i>Candidates who speak a community language (e.g. Arabic, French, Spanish) are welcome, but this is not essential for the role.</i>
What's in it for you?	• Make a real difference to people's lives • Gain new skills and knowledge, and build experience for employment • Use and develop existing skills to do something worthwhile • Improve your health, wellbeing, confidence and self-esteem • Meet new people from a range of backgrounds and ages • Get to know and give something back to the local community • Experience expert training and support and feel part of a team • Opportunities to progress into other volunteer positions, including Adviser roles.
Time	We hope you can volunteer for 2 days per week between 9.30 am to 4.30 pm for a minimum of 6 months. We are also accepting applications from candidates who can commit to one day a week, which can be done over one day or spread over 2 half days a week. We're particularly looking for volunteers who are available to cover Mondays, Tuesdays and Wednesdays, but other days will also be considered. Whilst previous experience and transferable skills are welcome, training is provided for this role. The duration of training for this role is usually 6 weeks, but we can tailor it to suit your experience and circumstances. The training is a blend of online and in person, and it includes shadowing. During your training period you will be supported by our Volunteer Coordinator.
Location	You will be joining our team at our local office. We are based at the Stowe Centre, 258 Harrow Road, London W2 5ES. You will also have the opportunity to volunteer from our outreach locations in the borough. We'll reimburse reasonable travel expenses too.

Additional information

Citizens Advice is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All volunteers are expected to share this commitment.

As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions. We also ask for your ID and the details of your referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome, and everyone feels like they belong. To be the people's champion, we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams.



Apply now

You can apply online using [this form](#).

Once you apply, we'll take a close look at your application and get in touch.

If we can move your application forward, we will arrange an interview, which will consist of two parts:

- a short 20-minute assessment, to test your research and communication skills,
- and a 45-minute online meeting, where we'd like to learn more about your interest in volunteering with us and explore how your skills and experience align with the role.

If you'd like to speak to someone about this role, please contact our Volunteer Coordinator at volunteering@westminstercab.org.uk.

We are



The people's champion.