

# Volunteer Adviser Job Description

## What you can expect

Based in our Barry office, you will be part of a diverse team of generalist advisers with a range of experience who are trusted to deliver essential, impartial advice to clients on a wide range of subjects including welfare benefits, debt, employment, consumer rights, family, housing and more.

### What will you do?

- You will conduct effective client interviews using active listening and targeted questioning techniques to explore their individual circumstances, identify key issues, and assess their advice needs and priorities
- You will research and identify appropriate solutions to clients' enquiries using the Citizens Advice AdviserNet tool and other approved resources, ensuring that your advice is tailored to the needs of the client
- You will provide impartial, timely and accurate advice, clearly explaining to clients their rights and responsibilities, identifying urgent issues or deadlines, and helping them make informed decisions
- You will manage challenging or sensitive interactions, including speaking to clients who may be in crisis, emotionally distressed, or dealing with complex, multi-faceted issues
- You will meet quality assurance standards and performance targets, ensuring your advice is accurate, complete, and in line with organisational expectations
- You will uphold strict client confidentiality at all times, following confidentiality and data protection policies to safeguard client information

Some examples of what you could do:

- Help client with debts work out a reasonable amount to pay back and make a phone call to an organisation they owe money to.

- Explore what benefits a client is entitled to and help them to complete a benefit application form.
- Help a client who has problems with their landlord to understand their housing rights.

## **What's in it for you?**

- Make a real difference to people's lives
- Learn about a range of issues such as benefits, debt, employment and housing.
- Build on valuable skills such as communication, listening and problem solving, and increase your employability
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.

And we'll reimburse expenses too.

No prior experience is necessary in these areas as you'll receive full training over a 2-4-week period in our Barry office.



## **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?**

Ideally, we ask for 2 full days per week, for at least 12 months. We can be flexible so come and talk to us.



## Valuing inclusion

Our ambition is to work together to promote a more inclusive environment that attracts everybody with the right skills and experience and signals our commitment to celebrating and promoting diversity.

We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We want people to bring their unique blend of experiences, backgrounds, perspectives and knowledge as we recognise that diversity makes us stronger.



## Contact details

If you are interested in becoming an adviser and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us by emailing [recruitment@cacv.org.uk](mailto:recruitment@cacv.org.uk).