

VOLUNTEER CLIENT SUPPORT ROLE DESCRIPTION

We welcome volunteers from all sections of the community. You do not need any particular qualifications or experience to train as an adviser. All sorts of people are Citizens Advice Bureau advisers. We provide full training and support in the voluntary role that you undertake.

Main Responsibilities

Forms can be complex, and clients aren't always sure how their situation fits. We need volunteers who can help people understand and complete them. Typical forms could include:

Welfare & Disability Benefits

- UC50 / WCA50 Form (Capability for Work questionnaire): The health assessment form used for Universal Credit.
- Adult/Child/Pension Age Disability Payment Applications and Renewals: To help with the extra costs of living with a long-term illness, physical disability, or mental health condition.

Money, Debt & Grants

- Debt Packs: Income and Expense Analysis
- Local Welfare Assistance / Crisis Grant Applications
- Utility Grant & Trust Fund Forms: Hardship applications for energy suppliers to wipe out utility debts.

Miscellaneous Forms

- Veterans ID/ State Retirement Pension Forms/ Blue Badge/Housing Benefit/Council Tax Benefit/Discretionary Housing Payment/Charitable Applications/DVLA/Assistance to apply for Credit Reference Data

- Speak with clients in a friendly, respectful, and non-judgemental way, in person, by phone and in writing.
- Listen carefully and ask questions to understand each client's situation.
- Provide accurate advice and information using Citizens Advice systems and resources.
- Keep clear and accurate records of client cases on computer systems.

Skills and Attributes

- Good communication skills, both verbal and written.
- Confident and compassionate when dealing with people in difficult situations.
- Strong client-facing and interpersonal skills.
- Basic numeracy and computer skills, including Microsoft Office.
- Willingness to learn new systems and follow procedures.
- Able to work well as part of a team.

How much time do you need to give?

Minimum of 6 hours per week at one of our main offices. Many of our volunteers give one full day or two half days per week. Our Volunteers come from a range of backgrounds that fully represent our community.

Training

We offer an accredited training programme designed to enhance your knowledge and lead to an SCQF Level 6 qualification.

Other ways to get involved

If this doesn't sound like the role for you, but you would still like to help us. There are plenty of other ways you can do so. Other kinds of volunteering roles include:

- Social Policy Coordinator
- Triage Adviser
- Generalist or Specialist Advisor
- Receptionist
- Board Members

Apply to Volunteer

If you're ready to take the next step and find out more, fill in our [online form](#) on our website and we will be in touch.