

# Uttlesford Citizens Advice

## Role Description - Volunteer Adviser



### What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore the problems they need help with
- find information about clients' problems and help them to understand their options
- support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
- write a summary of the clients' problems and what action you've taken
- look out for problems that are common, or are unfair, and write a short report about the problem

Some examples of what you could do:

- help a client with debts access the support they need
- 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.

If you're training to be a solicitor and you train and volunteer as a local Citizens

Advice adviser, you may be able to get up to six months off your solicitor training contract. See [Solicitors Regulation Authority](#) for more information.



## 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?

Initial training usually takes around 6 months - time commitment during training will be at least 9 hours each week, including independent study at home. Initial training is followed by a period of time observing interviews carried out by a trained adviser.

Once you are trained we would like you to volunteer with us for at least one full day or two half days a week for a minimum of two years. As volunteers, you can of course take holiday! However, our service continues throughout the year, including school holidays, (except for a short break over Christmas).

If you are interested in training as an adviser but are unable to commit to the above, or you would like to discuss flexibility location, 'what you will do' or how we can support you – please ask.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

Uttlesford Citizens Advice is committed to providing a supportive and inclusive culture for:

- all those who need our services
- our volunteers
- our staff and
- other stakeholders

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a service provider and an employer.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Uttlesford Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.



## Contact details

For more information about the work of Uttlesford Citizens Advice, please go to our website [www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk), where you will find copies of our Annual Report and Impact Report.

For more information about volunteering please email [jo.hancock@uttlesfordca.org.uk](mailto:jo.hancock@uttlesfordca.org.uk) or call 01799 618840.