

Volunteer Role: Initial Adviser

Purpose of the role

To help provide an effective and efficient service to members of the public. This role is done by Face to Face & via telephone.

To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

Main duties and responsibilities may include

- Explain the initial advice process;
- Explore the client's problem(s) and situation;
- Assess the urgency of the client's issues and their ability to deal with the problem themselves;
- Identify the next step which needs to be taken;
- Summarise the content of the interview for the client and explain what happens next;
- Help clients to complete basic, fact based forms
- Help clients to complete simple benefit checks
- Contact 3rd parties on behalf of clients
- Ensure clients know they can return for further assistance;
- Record the enquiry on the national database.

Personal skills and qualities for this role

- Be good at listening;
- A commitment to the aims and principles of the CA service
- A commitment to volunteer for two 3 hour or one 6 hour session per week;
- Have a good manner when talking to people face to face and on the telephone;
- Be able to work in a team;
- Have some computer skills, basic word processing skills and be able to navigate the internet. Training on the use of our databases will be given;
- Be able to read and write English and do basic Maths;
- Be open-minded and non-judgmental;
- Enjoy helping people.
- Be willing to learn