



Volunteer role description and attributes

Advice Assistant

Citizens Advice North Warwickshire provides advice services face to face, by telephone and via email from our office in Atherstone. We advise mainly on welfare benefits, debt, housing, employment and consumer matters. We have well established partnerships and referral pathways with local organisations, statutory services and food banks.

In addition to providing advice we campaign for change to social policy to improve the well-being of the people and communities we support.

Purpose

Our volunteer Advice Assistants work alongside our advisers to carry out a range of practical tasks to assist our clients.

In this role you will be providing support to clients to enable them to access state benefits such as Universal Credit and disability benefits, access services, communicate with third parties and complete forms. Increasing numbers of claims are expected to be completed online and your role will be critical in supporting clients to tackle these.

Volunteer advice assistants work as part of a team including paid and volunteer advisers and administrators supported at all times by a named supervisor. We will provide you with a warm welcome, training and on-going support so that you can carry out your role with confidence.

Tasks

Advice Assistants may carry out practical tasks such as the following:

- Complete both online and paper forms such as claims for benefits or applications for charitable help
- Collect information from or pass on information to third parties such as HMRC to support the work of an adviser
- Use templates to produce letters for clients
- Keep digital case records detailing support given to clients for use by other advisers and in Citizens Advice statistical reports

Attributes

Our volunteer advice assistants are expected to:

- Be punctual and reliable
- Possess good computer skills
- Be willing to learn and attend training, including required training sessions once per month on a Thursday
- Communicate effectively with clients and with the rest of the team
- Be able to maintain confidentiality

Time Commitment

Volunteer advice assistants will need to be available for a minimum of one advice session per week for approximately six months, preferably on Tuesdays.