

1. What is the role of an advice line volunteer at Citizens Advice?

- As a volunteer adviser, you will support clients by discussing their problems via phone or email, helping them explore their options, and guiding them on how to take action. This could include writing letters, making phone calls, or referring them to other organizations. You will also summarize client issues and refer common or unfair problems to the Impact Team.

2. Do I need any prior experience or qualifications to apply?

- No prior experience or specific qualifications are required. Full training will be provided, and what we value most are qualities such as being approachable, good listening skills, and a willingness to learn.

3. What type of training will I receive?

- You will receive comprehensive training in your role, including an introduction to Citizens Advice and the specific skills required for advising clients. Training will be spread over 12 weeks, with one day of training per week (Wednesdays, 10am-3pm) at our Weston-super-Mare office.

4. How much time do I need to commit to this role?

- We ask for a commitment of at least 6 hours per week for a minimum of 12 months. You can choose to spread this over one or two days per week. During training, you will need to attend 10 days (one per week), with each session lasting from 10am to 3pm.

5. What kind of issues will I be helping clients with?

- You could help clients with a wide variety of issues, including financial crises, housing problems, welfare benefits, employment disputes, and more. Each case is unique, and you will be trained to assess and guide clients through their options.

6. Where will I be working?

- Initially, you will work from our office in central Weston-super-Mare. Once trained and qualified, there will be the option to work from home if you prefer.

7. What skills will I develop through this role?

- This role will help you develop essential skills such as communication, active listening, problem-solving, and the ability to explain complex information clearly. These skills will significantly enhance your employability and give you valuable experience.

8. What is the commitment during the training period?

- During the training period, you will need to attend 10 sessions, each lasting 5 hours, over the course of 12 weeks. These sessions will take place at our Weston-super-Mare office. The training is intensive but will equip you with the knowledge and skills to advise clients effectively.

9. Is there flexibility in the role?

- Yes, we are flexible with the number of hours and the times you can work. If you need to adjust your hours or have specific requirements, please get in touch and we'll try to accommodate you.

10. Can I apply if I have a disability or health condition?

- Yes, we welcome applications from people with physical or mental health conditions. We strive to provide an inclusive environment and are happy to discuss any reasonable adjustments to support you in the role.

11. What impact will I have by volunteering with Citizens Advice?

- As a volunteer adviser, you will make a real difference in people's lives by helping them navigate complex issues. Whether it's securing financial support or ensuring someone's housing rights are protected, you will be directly contributing to your community's well-being.

12. Will I be reimbursed for any expenses?

- Yes, we will reimburse any reasonable expenses you incur while volunteering with us.

13. What support will I receive while volunteering?

- You will receive ongoing training and support throughout your time volunteering. There will be opportunities to ask questions and seek advice from experienced colleagues and mentors to ensure you feel confident in your role.

14. Who should I contact if I need any more information?

- If you need any more information about the role or want to discuss your application, please email the training team: trainingteam@nscab.org.uk and we will do our best to help.