



## What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, or via email to explore what problems they've come for help with
- find information about the 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 refer the issue to the Impact Team

Some examples of what you could do:

- identify what support there may be available to a client in a financial crisis
- explore what welfare benefits a client is entitled to
- help a client who has problems with their landlord to understand their housing rights



- You will be able to advise from our office in central Weston-super-Mare whilst you gain experience
- There will be an option from working from home, should you wish to, once you are qualified.

## 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.

No prior experience is necessary in these areas as you'll receive full training.



## What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- be friendly and approachable
- be 18 years or over at the start of training
- 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 detailed 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?

Ideally, we ask for 6 hours per week, which can be over one day or spread over two days, for at least 12 months.

Whilst you are training you will have to attend 10 days (10am-3pm) - one day per week over 12 weeks on a Wednesday. This takes place at our office in Weston-super-Mare. Access is via stairs so please talk to us if this is an issue for you.

We can be flexible so come and talk to us.



## Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from racially minoritised people/people of colour,

disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an adviser and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## **Contact details**

For more information you can contact one of the training team on:

[trainingteam@nscab.org.uk](mailto:trainingteam@nscab.org.uk)

Call us:

**Wendy Fletcher: 01934 836 211**

**Training Start Date:**

**Wednesday March 12<sup>th</sup>**