

Citizens Advice Richmond

Telephone Assessor – a dynamic and focused volunteer opportunity

Citizens Advice Richmond (CAR) provides high quality advice to those who live, work or study in the Borough of Richmond upon Thames.

Our Telephone Assessors undertake diagnostic interviews with new clients over the 'phone.

What they do:

- Greet clients and explain the assessment process
- Explore the client's problem(s) and situation
- Assess the risk/urgency of the issue(s) and if they can deal with the problem
- Give initial advice and information
- Identify the next steps that need to be taken
- Summarise the content of the interview for the client and explain what happens next
- Ensure clients know they can contact us again if necessary
- Maintain and accurately update case records

Qualifications/experience:

- Be a good listener
- Have a good manner when talking to people
- Have basic computing skills
- Be open minded and non-judgemental
- Enjoy helping people

Trainee Telephone Assessors are asked to undertake:

- Six weeks training of one day per week – at CAR's Twickenham office and Richmond Adult Community College (RACC)
- A series of observation sessions
- Self-study through Learning and Assessment Records and online e-learning
- Regular volunteering of one day per week for 12 months (in Twickenham or Sheen)

What's in it for you:

- It's an opportunity to learn new skills and to develop existing ones
- A range of wider advice training is available
- You meet a wide range of people in a supportive environment
- You make a real difference in your community, improve peoples' lives and influence the development of national and local policies and services

For more information, or to apply, email sid.li@citizensadvice-richmond.org.