

Citizens Advice Richmond

Volunteer Role Description - Adviser

A dynamic and focused volunteer opportunity

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

Our Advisers help clients with a wide range of issues, either in person or over the 'phone.

What they do:

- Greet clients and clearly explain our advice process
- Explore the client's problem(s) and situation
- Assess the risk/urgency of the client's issue and their ability to deal with the problem themselves
- Identify the options that can be taken
- Summarise the content of the interview for the client and explain what happens next
- Ensure clients know they can return 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 Advisers are asked to undertake:

- 13 weeks training at the Twickenham bureau (one day a week)
- A series of observation sessions
- Self study through Learning Journals and online e-learning
- Central CAB training (2 day course)
- Regular in-bureau volunteering of two days per week for 12 months

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.