

Assessor/Adviser - 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, via email or over the telephone.

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 Assessors are asked to undertake:

- Training programme at the Hampton Hill bureau (one day a week)
- A series of observation sessions
- Self-study through Learning Journals and online e-learning
- Central Citizens Advice training (2 day course)
- A commitment to volunteer of two days per week for 12 months

What is in it for you:

- It is 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 sara.steinke@citizensadvice-richmond.org