

# Citizens Advice East Herts

## Role Description - Volunteer Adviser

**citizens  
advice**

### What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients primarily over the telephone, online and when required, face to face, 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 signposting or referring the client to another organisation; drafting or writing letters and making phone calls.
- write a summary of the clients' problems and what action you've taken
- look out for problems' that are common, or are unfair, and write a short report about the problem.

Some examples of what you could do:

- help clients with debts access the support they need
- explore what benefits a client is entitled to and help them to complete a benefit application form.
- help a client who has problems with their landlord to understand their housing rights.

### 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.



## What do you need to have?

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

- be friendly and approachable
- 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 IT skills
- be able to understand 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 6-8 hours per week, which can be one day or spread over two. The average time to reach adviser competency is around 12 months, depending on your time commitment.

We therefore ask that volunteers aim to stay with us for at least 18 months.

Once you have completed your adviser training, you will receive a Citizens Advice qualification which is widely recognised

As we are a hybrid service, you can volunteer from the comfort of your own home, at our Buntingford Office or one of our volunteer hubs located in East Herts including Hertford, Bishop's Stortford and Ware.



## Valuing inclusion

We welcome people from all walks of life, like the people who use our services. We value diversity, promote equality and inclusivity. We want to help all our volunteers develop and progress towards their goals, whatever these are.

Our roles are varied, interesting and flexible and can fit in well with family or other existing commitments.

For more information about volunteering with Citizens Advice - [click here](#)



## Contact details

For more information about the work of Citizens Advice East Herts, please go to our website <https://citizensadviceeastherts.org.uk/>, where you will find copies of our Annual Report and Impact Report.

For more information about volunteering please email Dean Crofts , Training and Development Manager, [training@citizensadviceeastherts.org.uk](mailto:training@citizensadviceeastherts.org.uk)

If you would like an informal chat regarding this role please contact Dean Crofts on 01920 454 892.

To register your interest please complete our [online form](#).