

What will you do?



- complete an introduction to Citizens Advice
- help Citizens Advice volunteers with specific tasks

Some examples of what you could do:

- Call clients to arrange appointments to get advice and explain what they'll need to bring
- help an adviser use a computer to find information that they need to help a client with their problems
- type up a summary of the clients' problems and what action the adviser has taken
- complete a benefits form, or draft a budget (income and spending), as directed by an adviser
- help volunteers with admin or reception tasks such as printing, scanning, filing, making appointments and being the first point of contact for clients



What's in it for you?

- make a real difference to people's lives
- learn about several key issues such as benefits and debt
- build on valuable skills such as communication and listening
- 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 or skills 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 4 hours per week, for at least 6 months, it is most helpful if you can come in on the same day each week.

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 people with physical or mental health conditions, and people from Black Asian Minority Ethnic (BAME) communities.

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

Contact details

<https://citizensadviceoxford.org.uk/volunteer/recruitment@cab-oxford.org.uk>