

Digital Assistant

Volunteer Role Description

Purpose of role

- To support clients with making an online claim for Universal Credit.

Main duties and responsibilities

- Complete an introduction to Citizens Advice, and training for the role.
- Talk to clients face to face and help them to complete an online claim for Universal Credit.
- Support clients in the use of a computer.
- Set up email accounts for clients if necessary.
- Write a summary of the clients' problems and what action you have taken.

Personal skills and qualities needed

- Understanding and operating within the aims and principles of the Citizens Advice Service and its equality policies.
- Have good maths and IT skills.
- Be friendly, approachable and patient.
- Have good listening skills.
- Have excellent verbal and written communication skills.
- Be able to understand information and explain it to others.
- Be non-judgemental and respect views, values and cultures that are different from your own.
- A positive attitude to self-assessment and development.

What's in it for you?

- Make a real difference to peoples' lives.
- Learn about a range of issues, particularly Universal Credit.
- Build on valuable skills such as communication, listening, supporting others to use the internet.
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.
- Expenses will be reimbursed.

How much time do you need to give?

Ideally we ask for a minimum of 6 hours per week, which could be one day or two days, for at least 3 months.