**Full Generalist Adviser**



**What will you do?**

* complete an introduction to Citizens Advice and training for your role. This will be a combination of classroom based and e-learning online.
* talk to clients over the phone, face to face, or online to explore what problems they’ve come for help with
* Research information about the clients’ problems and help them to understand their options during a telephone or face to face interview.
* support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
* 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:

* explore what benefits a client is entitled to and complete a benefits calculation
* assist clients who wish to appeal a benefit decision
* complete research for clients ahead of arranged telephone and face to face interviews
* contact third parties such as the local council with and on behalf of clients to resolve their issue
* assist clients to complete a letter of grievance to their employer.



**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.
* a Citizens Advice training certificate and a Citizens Advice generalist adviser certificate on completion of training

And we’ll reimburse expenses too.

No prior experience is necessary in these areas as you’ll receive full training.

For individuals who are doing advice giving roles, and who are also training to be a solicitor, if you started training to be a solicitor before 1st September 2021, you may be able to get up to six months’ reduction in your training contract.

If you started training to be a solicitor after 1st September 2021, you may be able to include time spent volunteering (or working) in advice giving roles as part of (or all of) your qualifying work experience. See [Solicitors Regulation Authority](https://www.sra.org.uk/) for more information.



**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 maths and 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?**

During initial training which takes around 14-16 weeks we ask for a regular commitment of 12 hours per week to complete training online, attend classroom training sessions and complete practical tasks at our offices.

Once trained ideally we ask for a minimum commitment of 12 hours per week, for at least 12 months.

We can be flexible so come and talk to us.

**Valuing inclusion**

Our volunteers come from a range of backgrounds and we welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an adviser and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.

**Contact Citizens Advice Bromsgrove and Redditch**

 **Email** **training@cabr.org.uk**