**Initial Adviser**



**What will you do?**

* complete an introduction to Citizens Advice and training for your role
* talk to clients over the phone, face to face or online to explore the initial problems they’ve come for help with
* find information about the clients’ problems and explain this to them
* send clients information and initial advice via phone or email
* write a summary of the clients’ problems and what action you’ve taken
* signpost or refer a client for further support and advice

Some examples of what you could do:

* find the information online that explains how to apply for universal credit and explain it to them
* help a client who requires assistance with the cost of living
* identify what steps a client can take to resolve their problem with a housing repair issue
* help a client find and understand what steps they can take if they have a problem at work



**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 analysing
* increase your employability
* work with a range of different people, independently and in a team.
* have a positive impact in your community.
* obtain a Citizens Advice certificate in your role

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 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 8 weeks we ask for a regular commitment of 1 day per week to complete training online, attend training sessions and complete practical tasks.

Once trained ideally we ask for a minimum of 7 hours per week, which can be over one day or spread over two days, for at least 12 months.

We can be flexible so come and talk to us.

There will also be an opportunity to progress to a full generalist Adviser at a later date.



**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 initial adviser and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



**Contact details 01527 579775 and ask for Jayne or email training@cabr.org.uk**