



# Adviceline Telephone Assessor



## What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone to explore what problems they've come for help with
- research information about the issues and help clients to understand their options
- 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:

- find the information online that explains how to apply for Housing Benefit in a client's local area and explain it to them
- identify what steps a client can take to resolve their problem with a second hand car
- help a client find and understand what steps they can take to deal with their rent arrears



## 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.

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 6 hours per week, which can be over one day or spread over two days, for at least 12 months. You will also need extra time for ongoing training.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical, cognitive or mental health conditions, carers, LGBTQ+ and non-binary people, and people from the global majority.

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

### ✉ Contact details

Email in the first instance to [mandi.douglas@edpcitizensadvice.org.uk](mailto:mandi.douglas@edpcitizensadvice.org.uk)