



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