



in West Sussex
North South East



Volunteer Adviser

Role purpose

Our Advisers assist clients in getting the right help for the problems they face. They assess people's issues and identify the most appropriate course of action.

Main Duties and Responsibilities

- To assess the client's problems using listening and questioning skills across all mediums; face to face, telephone, web chat & email.
- Assess and agree the right level of service, taking into account the client's ability to take the next steps themselves, the complexity of the problem and our resources to assist.
- Identify, interpret and communicate relevant information exploring options and implications in order that the client can come to a decision.
- When recording information and client details ensure that all work conforms to systems and procedures.
- Assist with Research & Campaigns work by identifying where things have gone wrong and how we can help to challenge and change this.

Personal Skills and Qualities

Specific qualifications or experience are not required to train for the role.

You need:

- an ability to understand complex information and convey it clearly to clients
- to be good at listening & enjoy helping people
- to have good IT skills and a willingness to learn use of our database system
- to be able to input data accurately
- a good level of literacy and numeracy
- to be open minded and non-judgmental
- an understanding of and commitment to, confidentiality.

Other Information

You will be working as part of a team of committed people, supported by a Supervisor. We provide full training and ask you to be pro-active when elements of this are self learning. We ask our Advisers to volunteer for 1 day a week, this can be split. This role does require a longer term commitment. The role may also require the provision of services at community locations as well as our centres. Travel expenses are paid.

We pride ourselves on having a diverse workforce and welcome all applications from people with all range of abilities for the skills that they bring.

If you are interested please email Volunteer@westsussexcab.org.uk for more information about our roles and application process. Alternatively you can apply via our web-site: www.advicewestsussex.org.uk.