



# Volunteer Remote 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; 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 but **requires you to have your own IT equipment and a phone line that you can use during volunteering.**

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

Although you will be working remotely from home but as part of a team of committed people, supported by a Supervisor, living in and with a connection to West Sussex is a priority. We provide full virtual 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 but does require a longer term commitment of a year. The role may also require the provision of services at community locations as well as our centres in the future. 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](mailto:Volunteer@westsussexcab.org.uk) for more information about our roles and application process. Alternatively you can apply via our website: [www.advicewestsussex.org.uk](http://www.advicewestsussex.org.uk).