



Thank you for your interest in becoming a Volunteer with Citizens Advice in West Sussex (North, South, East).

There are varying levels of commitment we look for from Volunteers in different volunteer roles. These have been set out here to help you to decide if the role you are considering to apply for would fit in with all your other commitments at present.

Please note that not all of these volunteer roles are currently available,

Our main volunteering roles are:

- **Level 2 Remote Adviser:** 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.
 - Induction to Citizens Advice training day using Microsoft Team (approximately 1.5 hours) and completion of online e-learning modules (approximately 12 hours).
 - L2 training courses commence approximately every 6 weeks and take 10 - 12 weeks to complete. Training is undertaken by our Learning and Development team once a week, for an hour using Microsoft Teams, you will also spend approximately 6 - 10 hours weekly on e-learning, self-studying.
 - After training, your minimum commitment is two half days or one full day per week. This is a longer term opportunity and we are looking for a minimum of a year's commitment.
- **Level 3 Adviser:** This role involves giving information and more in-depth advice.
 - Once a L2 Adviser has successfully completed their training and is displaying the skills needed to progress further, there is the opportunity to progress and train as a Level 3 Adviser. Full training and support is given.
- **Caseworker Buddy (Remote Working):** This role is available to help and support the Specialist team with their day to day administration.
 - Training : After Induction to Citizens Advice training day using Microsoft Team (approximately 1.5 hours) and completion of on line e-learning modules (approximately 12 hours), there will be role specific training received from the appointed Caseworker you have been assigned to.

- Length of the role: Ideally we are looking for someone to undertake this role one day a week, which could be split over 2 half days for a minimum of 9 - 12 months.
- **Receptionist:** Welcoming clients to the advice centre and ensuring the smooth operation of the drop-in sessions and appointments.

After full induction (2 half days of training), completion of online e-learning modules (approximately 12 hours) and 3 shadowing sessions, your minimum commitment is one half day (one "session") per week. We are looking for 6 months commitment to this role.

Other Volunteering roles - We have various roles that periodically become available which after Induction training, require a minimum commitment of one half day per week, for a minimum of 9-12 months, but we can consider more flexible arrangements.

- **Research & Campaigns:** Researching evidence which helps to influence changes in public policy.
- **Recruitment, Learning and Development Teams:**
 - Volunteer Support Assistant helping the Recruitment and Learning & Development teams with a variety of administration tasks.
 - Volunteer Recruitment Assistant, helping with conducting interviews.
- **Communications Team** – Volunteer Digital Communications Assistant who provides communication support and admin assistance.
- **Macmillan Welfare Rights Team Worthing** – Volunteer Case Study and Stories Coordinator who supports the team with case studies for their specific client group.
- **Project Team** - Volunteer Universal Credit Best Practice Assistant

Some volunteer roles may also require the provision of services at community locations as well as our centres.

We will take great care in assessing your application to join us and wherever possible can consider flexible arrangements. Once we have received your on-line application we will undertake an initial assessment and then set up a telephone interview. This call normally takes between 30 to 50 minutes so we ask you to set aside an hour to undertake.

Thank you again for your interest in volunteering for us and we look forward to talking to you soon.

The Recruitment Team