



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 successfully complete our remote Level 2 Adviser course including assessments and an Induction to Citizens Advice within the allocated timeframe.
- To produce high quality and timely performance during remote supervised client interviews as part of the training process.
- 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 or with a connection to West Sussex is a priority.

You will need your own IT equipment and access to Wi-Fi. We provide digital training and ask you to be pro-active when elements of these are self learning.

We ask our Advisers to volunteer for 12+ hours 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

for more information about our roles and application process. Alternatively you can apply via our website: www.advicewestsussex.org.uk.