



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, completion of online e-learning modules approximately 12 hours plus a Microsoft Teams meeting approximately 1.5 hours
  - L2 training course, is undertaken by our Learning and Development team over Microsoft Teams. The course is 6 sessions, once a week, on the same day each week for approximately 2 hours. Following each session Volunteers will need to complete e-learning modules and various exercises which will take around 8 hours each week in addition to the Microsoft Teams session. It is important that all Volunteers are able to complete all the e-learning and homework for a particular topic prior to starting the next training topic, in order to keep pace with the course.
  - After training, your minimum commitment is **12+ hours 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.
  
- **Client Support assistant:** This role helps clients to complete their application forms for key benefits.
  - Induction to Citizens Advice training, completion of online e-learning modules approximately 12 hours plus a Microsoft Teams meeting approximately 1.5 hours
  - Subject matter training course on how to help with application forms. Approximately 3-4 sessions once a week, on the same day each week for approximately 2 hours. Following each session Volunteers will need to



complete e-learning modules and various exercises which will take around 8 hours each week in addition to the Microsoft Teams session. It is important that all Volunteers are able to complete all the e-learning and homework for a particular topic prior to starting the next training topic, in order to keep pace with the course.

- After training, your minimum commitment is one day a week or the equivalent and we are looking for a minimum of a 6 months commitment.
  
- **Receptionist, Client Service/ Administrator:** 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 day a week (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 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.
  
- **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 45 to 50 minutes so we ask you to set aside an hour to undertake. Volunteers applying to be an Adviser or a Research & Campaigns Assistant will need to allow 1.5 hours for their interviews as the process includes an exercise for



completion on the day. Should this apply to any other roles you will be advised accordingly.

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

**The Recruitment Team**