

We need you.

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Solving problems, changing lives –
making society fairer



Volunteer Client Support Assistant – Remote

Role Purpose

We are looking for volunteers to help provide our service in your local community.

Do you have spare time to offer your client service skills to help clients complete their application forms for key benefits and enabling them to access vital financial support?

This role supports our clients with their application for Personal Independence Payment (PIP) and Employment Support Allowance (ESA)

This role offers excellent progression opportunity.

As a volunteer client support assistant, you will:

- Help client to access appropriate websites and identify relevant forms and self-help information.
- Empower the client to complete any parts of the form that they are able to do themselves.
- Work through the form with the client to help them understand how the questions relate to them and their situation, and how it affects their life.
- Identify and gather additional relevant information.
- Record information appropriately on our database system.



in West Sussex
North South East

As a volunteer client support assistant, you need to:

- Be empathetic and have good interpersonal communication skills
- Have good interviewing skills, including effective questioning, listening
- Be able to analyse symptoms/impact and ability to match questions to the relevant descriptors
- Have good IT/typing/recording skills

Other Information

You will be working from home, supported by a Supervisor over digital channels.

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 Volunteer Client Support Assistant to volunteer for at least 1 day a week, this can be split, for a minimum of 6 months.

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/volunteering**