

We need you.

Get involved today!

Solving problems, changing lives –
making society fairer



Volunteer Adviser – Remote and Office based

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 advise our clients who contact us for help and advice?

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.

As a volunteer remote adviser, you will:

- Successfully complete our remote Level 2 Adviser course including assessments and an Induction to Citizens Advice within the allocated timeframe.
- Record information and client details.
- Assess the client's problems and agree the right level of service .
- Identify and communicate relevant information and options the client may have enabling them to form a decision.
- Assist with Research & Campaigns work



in West Sussex
North South East

As a Remote Adviser, you need to:

- Have ability to understand complex information and convey it clearly to clients.
- Have excellent listening skills & enjoy helping people
- Have good IT skills and a willingness to learn and use our database system accurately
- Have good level of literacy and numeracy
- To be open minded and non-judgmental

Other Information

Volunteering remotely from home or in one of our offices 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. 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/volunteering**