

# Get Involved Today

We need your help more than ever!



## Volunteer Project Administrator - Macmillan

West Sussex Citizens Advice

*(Worthing)*

Do you want to help those in need within our community?

Do you have spare time to offer support to our case working team to deliver specialist advice to members of our community?

### **As a Project Administrator, you will:**

- Be a point of contact, initial support and advice for clients
- Assess client's needs and triage referrals according to available emergency funds
- Build an accurate and clear client profile
- Record case records into our internal database
- Ensure case management systems are up to date

### **As a Project Administrator, you need to:**

- Have a natural ability to care and empathise with clients
- Understanding of working with a vulnerable and diverse client group
- Be able to assess client's needs and listen actively to understand their issue and appropriate next steps for signposting.
- Have excellent communication skills both in writing and verbally
- Good organisation skills, with attention to detail.
- Strong IT skills

### **As a Project Administrator, you will:**

- Gain experience within an administrative role
- Be part of a client's journey in getting them help and support they need
- Get to work with a variety of clients
- Work within a fun and diverse office
- Develop and learn new skills, which will support you towards future opportunities

## Other Information:

You will be based at Citizens Advice branch, supported by a Supervisor.

Working days are flexible dependent on location.

We can provide you with the tools to access our digital training.

We ask for a minimum 6 month commitment working 1 day a week, this can be split into half days.

We are a diverse workforce and welcome applications from people with all range of abilities.

If you are interested please email [volunteer@westsussexcab.org.uk](mailto:volunteer@westsussexcab.org.uk) for more information about our roles and application process. Alternatively you can apply via our website: [www.adicewestsussex.org.uk/volunteering](http://www.adicewestsussex.org.uk/volunteering)