

# Casework Support Volunteer

**Crawley, Haywards Heath, Horsham, Worthing, Shoreham**

## A bit about the role

Supporting our casework projects, working with more vulnerable residents and complex issues such as debt and welfare benefits. Our volunteers will follow up on appointments, undertake debt assessments and collate budgets, help collate casework papers and contact third parties so cases are moving forward, support with letters and collating client feedback. Our volunteers work with Government and Council offices and give a voice to residents to improve policies.

## What happens at Citizens Advice West Sussex

Our ambition is to reduce health and social inequalities by empowering people through information, advice and advocacy.

We help people with all sorts of problems, from employment rights to food vouchers. We listen and take people through their options so they make informed choices and support them to get the help they need. We advocate for residents, giving them a voice to bring changes to policy, so no one has to face their problems alone.



## Where will I be

Our projects are predominantly in Crawley, Shoreham and Horsham but we also have some in Haywards Heath and Worthing. You will be a part of a project team.

## What will I do

- Provide administrative support to caseworkers including drafting letters
- Contact clients to arrange appointments, updates and follow up information
- Liaise with third parties to move cases forward
- Support case management processes
- Potential to run cases under supervision following appropriate training

- Help change policy through your evidence
- Work in an amazing team and make a difference every day.

## **What skills do I need**

- To be understanding and want to make a difference
- Comfortable with processes with good IT and research skills
- Good communication and negotiation skills in writing and verbally
- Good level of literacy and numeracy for letters and budget sheets

## **What Training will be given**

Full and ongoing training is provided by our Training team and first class training portals. We will work with you to identify what your needs are and if you have previous experience but most of our advisors are new to this area. Training on different areas of advice such as benefits, housing, employment and debt are given by experts and ongoing updates. All advisors must be assessed as able to advise alone and supervision is given.

## **Valuing Inclusion**

We pride ourselves on having a diverse workforce with volunteers from a range of backgrounds and encourage. We welcome volunteers from all backgrounds, including Black Asian Minority Ethnic (BAME) volunteers, disabled volunteers, volunteers with physical and mental health conditions, Lesbian, Gay and Bisexual, Trans and Non-binary volunteers, to join our service.

## **Other Information**

If you choose to work remotely, you will need your own IT equipment and access to Wi-Fi for digital training.

Reasonable travel expenses are paid.

## **Contact Our Volunteering Team**

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.advicewestsussex.org.uk/volunteering](http://www.advicewestsussex.org.uk/volunteering)**