

We need you.

Get involved today!

Solving problems, changing lives –
making society fairer



Volunteer Client Support Assistant

Remote or working in one of our Centres

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 in your local Citizens Advice office to welcome our clients who contact our service for help and advice?

This role creates an excellent opportunity to progress further to become a volunteer adviser.

Role Purpose

To help clients complete their application forms for key benefits such as Personal Independence Payment (PIP), and Employment Support Allowance (ESA), enabling them to access vital financial support.

As a Volunteer Client Support Assistant, the role involves:

- Engaging with the client to build rapport and trust
- 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



in West Sussex
North South East

- 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
- Using interviewing skills, identify and gather additional relevant information and evidence if appropriate to ensure best chance of success for the client
- Include any necessary medical or supporting evidence
- Ensure the client is clear on next steps including who is to send the form, what happens next, and what further support we can or cannot provide
- Record the appointment appropriately on our database system, and upload any scanned documents
- Seek support from the Supervisor as needed

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 and the ability to move the interview forward in a timely fashion
- Be able to analyse symptoms/impact and ability to match questions to the relevant descriptors
- Have good IT skills (Microsoft, database)
- an understanding of and commitment to confidentiality
- Have some awareness of potential needs of vulnerable clients

Other Information

You will be working from home or in one of our centres, supported by a Supervisor over digital channels.

If you are working remotely during the training period, you will need your own IT equipment, a smart phone and access to Wi-Fi for digital training.

Travel expenses are paid.

We pride ourselves on having a diverse workforce and welcome 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