citizens advice Staffordshire South West

Volunteer opportunity - Adviser

Stafford

Unpaid role

Monday and Thursday Permanent, part-time, flexible (both days or either) at least 6 hours per week

Volunteering with Citizens Advice is a richly rewarding experience, providing many opportunities to contribute to and safeguard the organisation's work and make a real difference.

The Role

Give free, confidential, independent and impartial advice, empowering clients to move forward towards solving their problems.

What you will do

- Work with clients face to face/on the telephone/webchat/email to fully understand the details of their situation and identify priority needs.
- Use Citizens Advice resources to **give tailored information and advice** on a range of issues including debt, housing, welfare benefits, employment, immigration, consumer rights so clients understand their options.
- Agree on the best next steps the client can take to move forward with their problem, and take action on their behalf if they need support.
- Refer clients to specialist advice or external agencies where additional and/or specialist support is required.

- Record the details of your client interactions in our digital system, detailing information shared and agreed actions.

- Contribute to Citizens Advice **research and campaigns work** to benefit the wider community and shape a society where people face far fewer problems.

How to Apply:

Email volunteering@citizensadvicessw.org.uk

Online: www.citizensadvicessw.org.uk/volunteer

Citizens Advice values diversity, promotes equality, and challenges discrimination. We encourage and welcome applications from people of all backgrounds.