

**We need you.**

**Get involved today!**

Solving problems, changing lives –  
making society fairer



## **Volunteer Adviser** – Office based (remote working considered)

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### **Role Purpose**

We are looking for volunteers to help provide our service to 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 Adviser, the role involves:**

- Completing our Adviser training course including assessments and an Induction to Citizens Advice so that the role can be fulfilled (the training will be remote via Microsoft Teams or face-to-face).
- Recording information and client details.
- Assessing the client's problems and agree the right level of service .
- Identifying and communicating relevant information and options the client may have enabling them to form a decision.
- Assisting with Research & Campaigns work



**in West Sussex**  
North South East

## As a Volunteer Adviser, you need to:

- Have the 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.

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.

## Valuing Inclusion

We pride ourselves on having a diverse workforce with volunteers from a range of backgrounds. We particularly welcome applications from people with all range of abilities for the skills that they bring.

## Contact Details

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: <https://www.advicewestsussex.org.uk/volunteering/>