



0844 848 9600

Job Description

- This information explains the job advice workers do, the commitment we ask from you and what Citizens Advice Direct will offer you when you decide to train to become an advice worker.
- Please be reassured, people who volunteer for advice work are not expected to come with the skills and knowledge required. We are looking for people who are interested in learning how to help. A designated support worker/team leader will support you.
- We hope the information below will help you to complete the application form and tell us about things you have done which may be relevant to becoming an advice worker.

Title	Adviser/Advice Worker
Responsible to:	Team Leader
Hours:	Minimum 6 hours per week
Purpose:	To provide an effective and efficient comprehensive telephone-advice service within the aims, policies and principles of the CAB service.

At Citizens Advice Direct we ask that you are:

- Able to listen and communicate with clients.
- Undertake the basic training and in-service training to keep you up to date
- Able to work within the CAB principles – keep confidentiality and give impartial advice.
- Able to work within the CAB equal opportunities and anti-racism policies
- Willing to work within the Citizens Advice Direct for at least 6 hours per week and attend staff meetings (approx 1 per month).
- Willing to work as a team member and be reliable and punctual.
- Willing to advise us of when you will be unable to volunteer as soon as you know in order that we can cover the hours, be it domestic reasons, holidays, unforeseen circumstances, etc.

At Citizens Advice Direct we will

- Provide travelling expenses to and from Citizens Advice Direct.
- Care expenses (where appropriate).
- Provide all relevant training and development.
- Opportunities to undertake a range of additional training work or work towards SVQ in advice.
- You will be supported on a daily basis by a designated support worker/Team Leader.
- Have opportunity to meet new people.