

# Volunteering Opportunity: Adviceline Telephone Adviser

citizens  
advice

Derbyshire  
Districts

**Hours:** Minimum of 4 hours per week

**Location:** Office-Based in the telephone advice room

## About the role:

We are looking for **committed** individuals to join our excellent **volunteering** team.

Our **Volunteer Adviceline Telephone Advisers** are often the **first point of contact** with the public. Their role is to talk to clients over the phone to **explore** their **issues** and **assess** their **needs**. Advisers also look up information about clients' problems and help clients to understand this information. They **give advice over the phone**, with the support of a supervisor, as well as direction to **self-help materials** designed to help clients to empower themselves. They support clients in deciding on their **best next steps to resolve the issue** and write up case notes.

Some examples of what you could do:

- ⇒ Find information explaining how to apply for Council Tax reduction in a client's local area and explain it to them
- ⇒ Help a client find, understand and access steps they can take to deal with rent arrears

## What's in it for you:

- ⇒ Helping people directly
- ⇒ Positive community impact
- ⇒ Ongoing learning about a range of issues such as benefits, debt, housing etc.
- ⇒ Strengthening communication skills
- ⇒ Increased employability
- ⇒ Challenging and rewarding experience
- ⇒ Induction and ongoing training and support

## Who we are looking for:

The ideal candidates will have:

- ⇒ **Communication skills** – both written and verbal
- ⇒ A **non-judgemental, empathetic approach** to people
- ⇒ Some **IT and digital skills**, with the ability to learn new systems

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

*Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work/Volunteer. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.*

**To view and download the recruitment pack and to apply for the role visit:**  
<https://www.citizensadvisederbyshiredistricts.org.uk/volunteering/>

**Closing date:** Once all volunteering slots filled

**Interviews:** You will be invited to select a slot for an informal telephone interview