

Volunteering Opportunity: Generalist Adviser Face-to-Face

citizens
advice

Derbyshire
Districts

Hours: Minimum of 4 hours per week
Location: Office-Based

About the role:

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

Our **Volunteer Generalist Face to Face Advisers** talk to clients 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**, with the support of a supervisor, as well as **direct 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**, help them to take further action if required and write up case notes.

Some examples of what you could do:

- ⇒ Support clients to understand what benefits they might be entitled to receive
- ⇒ Support clients with filling in forms on paper or online

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.citizensadvicederbyshiredistricts.org.uk/volunteering/>**

Closing date: Once all volunteering slots filled

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