



Every year Citizens Advice South Worcestershire helps over 5,000 local people.

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward, whoever they are, and whatever their problem. And our services are all completely free - when we say we're for everyone, we mean it.



What will you do?

- complete an introduction to Citizens Advice and training for your role
- complete paper and online forms with clients, for example to apply for a benefit, or to help them claim council tax support
- write a summary of the clients' problems and what action you've taken
- look out for problems that are common, or are unfair, and write a short report about the problem

Some examples of what you could do:

- find the information online that explains how to apply for Housing Benefit in a client's local area and explain it to them
- Help a client to complete an online application for a Blue Badge
- Help a client complete a Personal Independence Payment form either online or in writing.
- Follow up with clients to see if they received the benefit you helped with and at what level. Explain the appeals process if they are unsuccessful.



What's in it for you?

- make a real difference to people's lives
- gain in-depth knowledge about the benefits system
- build on valuable skills such as communication, questioning and listening, interpreting information and summarising
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community

And we'll reimburse expenses too



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and summarise it
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Ideally, we ask for 4 hours per week, preferably over one day, and to stay with us for at least 6 months, but we can be flexible so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a form filler and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Please apply for this role using the downloadable volunteer application form on our website: <http://www.citizensadvice.org.uk/volunteering/>

If you have any questions or would like to chat about the role please email: volunteer@citizensadvice.org.uk