



# Adviser



## What will you do?

- complete an induction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore what problems they need help with
- find information about the clients' problems and help them to understand their options
- support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
- write a summary of the clients' problems and what action you've taken
- look out for problems that are common, or are unfair and raise these in line with our procedures

Some examples of what you could do:

- help a client with debts work out a reasonable amount to pay back, and make a phone call to an organisation they owe money to
- explore what benefits a client is entitled to and help them to complete a benefit application form
- help a client who has problems with their landlord to understand their housing rights



## What's in it for you?

- meet new people and increase your social circle
- learn about a range of issues such as benefits, debt, employment and housing
- gain access to free, certificated, nationally-recognised training
- build on valuable skills such as communication, listening and problem solving, and increase your employability
- work with a range of different people, independently and in a team
- make a real difference to people's lives and have a positive impact in your community

And we'll reimburse expenses too.

If you are training to be a solicitor and you train and volunteer as a Citizens Advice Mid Lincolnshire adviser, you may be able to get up to six months off your solicitor training contract. See [Solicitors Regulation Authority](#) for more information.



## What do you need to have?

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

- be friendly, approachable and emphatic
- be non-judgmental and respect views, values and cultures that are different from your own
- have good listening skills
- have excellent verbal and written communication skills
- have experience of using telephone, IT and the internet
- be able to understand information and explain it to others
- 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 at both our sites, if required



## How much time do you need to give?

Ideally we ask for 8 hours per week, which can be over one day or spread over two days, for at least 12 months.

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.



## Contact details

If you are interested in becoming an adviser and would like to discuss flexibility around location, time, 'what you will do' and how we can support you, please call email Jess and Sherrin via: [recruitment@citizensadvicemidlincs.org.uk](mailto:recruitment@citizensadvicemidlincs.org.uk) for an application pack.