

Initial Checker



What will you do?

- complete an induction to Citizens Advice and training for your role
- empower clients who are capable of self help to access the resources they need
- improve the client journey by ensuring that clients who require further support won't have to repeat information if or when they need to access the service again

Some examples of what you could do:

- explain the Citizens Advice service to clients
- record client numbers and issues
- help clients identify the correct leaflet, self-help resource or service provider



What's in it for you?

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

And we'll reimburse expenses too.



What do you need to have?

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

- be polite, friendly, open and approachable
- be non-judgmental and respect views, values and cultures that are different from your own
- have good listening skills
- be competent in using IT and confident in supporting others using 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 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 initial checker and would like to discuss flexibility around location, time, 'what you will do' and how we can support you, please email Jess and Sherrin via: recruitment@citizensadvicemidlincs.org.uk for an application pack.