As a remote adviser you will be helping our clients from your home by phone or email with issues such as benefits, debt, housing and employment, during and post coronavirus.

Full training will be given and there will always be one of our team on hand to support you at the end of a phone or via video link.

**What will you do?**

* complete an introduction to Citizens Advice and comprehensive training for your role
* after completing your training you will talk to clients over the phone, by email or webchat to explore what problems they’ve come for help with
* find information about the clients’ problems in our on-line information system and help the client understand their options
* write a case note summary of the clients’ problems and what action you’ve taken on our client database
* signpost and refer clients to other organisations for further help

Below are some examples of the type of issues you may help clients with:

* help a client who has less money because of coronavirus
* find the information on-line about how to apply for Benefits and explain it to a client
* identify what steps a client can take to resolve their problem with a second hand car purchase
* help a client find and understand what steps they can take to deal with their rent arrears
* help a client complete a benefit application form, for example Personal Independence Payment

**What’s in it for you?**

* make a real difference to our clients’ lives during covid19 and beyond
* learn about issues such as benefits, debt, employment and housing
* build on valuable skills such as communication, listening and analysing
* increase your employability
* help people from a range of backgrounds and communities
* support Citizens Advice during the pandemic and after with their research and campaigns work



**What skills do you need to have?**

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

* be comfortable using IT and the internet
* be friendly and approachable
* be non-judgmental and respect views, values and cultures that are different to your own
* have good listening skills
* have good verbal and written communication skills
* be able to understand information and explain it to others
* be able to follow the Citizens Advice aims, principles and policies, including confidentiality and data protection



**How much time do you need to give?**

We ask that our volunteers can regularly spare at least 1 day per week. In addition to this and to make sure you get all the training you need we ask that you will be available for a year. This time scale is based on volunteers committing to 1 day per week. Training may be completed sooner for volunteers who regularly do more than 1 day per week.



**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 have any questions about the role description please contact us: [volunteering@hull-eastridingcab.org.uk](mailto:volunteering@hull-eastridingcab.org.uk)

 **To apply**

Visit our website [www.hull-eastridingcab.org.uk/volunteering](http://www.hull-eastridingcab.org.uk/volunteering)

download and complete our application form

return it to [volunteering@hull-eastridingcab.org.uk](mailto:volunteering@hull-eastridingcab.org.uk)

We’ll then get in touch to let you know the next steps for volunteering with us.