



**We are expanding our group of Volunteers Telephone Assessors for our County Advice Lines and have vacancies on all shifts:**

**Monday to Friday 9 am to 1pm and 12.30 pm to 4.30pm**

As an Assessor you will be working remotely and assisting people who access us by telephone on our adviceline for support. Your role is to put the client at ease, listen and explore the issue that they are struggling with to take their problem forward. This may be by:

- directing the client to the most appropriate section of the Citizens Advice website or another trusted website (if the client is without internet access sending a leaflet or factsheet)
- Offering an appointment with a generalist or specialist advisor
- signposting to appropriate external agencies

Your role will include making accurate records of your interaction with clients on our on-line client management system.

You will be fully trained and provided with the necessary resources and have an experienced supervisor on hand for you to contact. You will also be part of a supportive team of other assessors and advisors to help you deliver the service.

The initial training is mandatory and includes e-learning and virtual group/one to one and is approximately 6 hours per week for 11 weeks.

We ask that you commit two shifts per week 9.00 am to 1.00 pm or 12.30 pm to 4.30 pm Monday - Friday. These can both be on the same day or on different days.

Due to the cost of training we do ask that when you join you confirm your commitment to at least 6 months service following your training.

As an Assessor you will be making extensive use of information technology so you will need to have good IT skills.

You will also need good verbal communication able to show empathy along with good time management skills to enable you to aim to complete each assessment in around 15 minutes, although there will be some calls that will take longer.

It is important that you have good written communication skills to enable you to write up clear case notes.

For more information see the role profile below:

## **Telephone Assessor Role Profile**

- Hours:** A minimum of 2 shifts per week  
**Line Manager:** Service Manager  
**Duration:** At least 6 months following completion of training.

*Please note: all Citizens Advice LeicesterShire training and volunteering opportunities are currently being undertaken remotely online due to Covid-19 restrictions.*

### **What is the purpose of the role?**

- To help provide an effective and efficient advice service to members of the public

### **What will you do?**

- Conduct initial interviews with clients on the telephone before referring client for advice or giving assisted information
- Keep up to date on important issues by attending the appropriate training courses and doing essential reading and attending meetings

### **Benefits of becoming a Citizens Advice LeicesterShire volunteer**

- Make a real difference to people's lives
- Learn about a range of areas such as benefits, debt and housing, and how problems in these areas can affect clients
- Build on valuable skills such as interview skills and communication, how to engage with a range of audiences and working with clients
- Increase your employability
- Have a positive impact in your community and on broader society

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

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

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills
- be able to understand complex information and explain it (verbally and writing) so that others understand it
- have good IT skills, including ability to use email, search engines and databases

- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training for your role

### **Training requirement**

Full training is provided for the Assessor role. Training is delivered through a variety of methods, including self-study, workshops, webinars and observations.

The core training will take around 9 hours per week for 7-9 weeks, after which you will move on to supporting clients.

Following the initial training, you can work towards the Citizens Advice certificate in Initial Assessment (1st Tier Advice), which involves structured training, assessments and building knowledge, skills and experience through contact with clients. This takes around 4 months to complete following the initial training.

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

Due to the initial training investment required for this role, we ask volunteers to commit to 2 volunteering for a minimum of 2 shifts per week for 6 months following the completion of training.

### **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.

### **Queries**

Citizens Advice LeicesterShire: Training Team  
[training.admin@citizensadviceleicestershire.org](mailto:training.admin@citizensadviceleicestershire.org)