



Volunteer Adviser

Overview

This is an exciting opportunity to join one of the country's largest Citizens Advice delivering advice and advocacy services to over 27,000 people a year. We deliver services by phone, digitally and face to face, from multiple locations, to some of Sheffield's most vulnerable communities. Our **Volunteer Advisers** support teams to provide guidance on welfare benefits, debt, housing, energy, employment, immigration, discrimination and other areas of public and social welfare law.

Training for this role is extensive and requires a significant commitment. So, to make best use of your time and keep you engaged, you'll have the opportunity to build on your knowledge and volunteer experience in an increasing number of different areas over time. Training is split into two levels; once the intermediate level is complete you can volunteer in a supporting role before taking on more advanced level training to fully become a Volunteer Adviser. We'll support you throughout your journey to become a Volunteer Adviser capable of helping and empowering clients to address their needs, and providing tailored casework when needed.



What will you do?

On your training journey you'll work with Citizens Advice teams to help clients with specific tasks

Some examples of what you could do include

- Assist clients with applications and forms
- Benefits checks

- Book and prepare clients for appointments
- Collect relevant information
- Prepare personal budgets with clients
- Debt assessments

Upon successful completion of Volunteer Adviser training you'll be able to

- talk to clients to explore what problems they've come for 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 write a short report about the problem or a letter to an elected official like an MP, AM or local councillor



What's in it for you?

- make a real difference to people's lives
- learn about key issues such as benefits, debt, employment and housing
- build on valuable skills such as communication, listening and problem solving, and increase your employability
- ongoing training and networking opportunities
- work with a range of different people, independently and in a team.
- have a positive impact in your community
- support the development of Citizens Advice Sheffield through sharing any specialist skills/knowledge you have
- support our research and campaigns team

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
- have good listening skills
- have excellent verbal and written communication skills
- have good IT skills
- 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 and maintain up to date and accurate records

No prior experience is necessary in these areas as you'll receive full training and on-the-job support.

If you're training to be a solicitor, you may be able to get up to six months reduced from your training contract if you volunteer in an advice giving role. Check the [Solicitors Regulation Authority website](#) for more information.



How much time do you need to give?

Ideally, we ask for at least one day or two half days each week, for at least 12 months, particularly during your initial learning to help you progress and complete your training.

We can be flexible so come and talk to us.



Where will you volunteer?

We can offer space for you to volunteer in one of our city centre offices, or if you have a suitable space at home and a broadband connection, you can volunteer from home for at least some of the time. We also have a large number of outreach locations such as foodbanks across the city where you could carry out in person work.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people. Above all we're keen that our volunteers reflect the full diversity of our city and the people we aim to help.

If you are interested in becoming a Volunteer Adviser please read through our Information Pack and complete an application form.

If you would like to discuss the role in more detail - including questions about time commitment, flexible working and how we can support you through training and beyond - please contact us



Contact details

Email volunteering@citizensadviceffield.org.uk

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