**Assessor Student Volunteer**

**Overview:** This is a volunteer role with Citizens Advice Kensington and Chelsea. Our Assessor Student Volunteers assist clients with common application forms for welfare benefits, applying to charities for funding and assist clients to write letters to third parties. These volunteers may also assist our advice team supervisors in delivering discrete advice through our work queue. This is a challenging and stimulating role that requires dedication to the training programme and delivering advice to clients in need. It is also very rewarding and a great opportunity for personal development.

**Location:** Citizens Advice Chelsea Office, Chelsea Old Town Hall, Kings Road, SW3 5EB.

**Remote or In-Person?:** In-Person (at least one day per week in the office).

**Time:** 9:45am – 4:15pm, at least one day per week minimum.

**Remuneration:** Unpaid volunteer (travel expenses will be reimbursed).

 **Why volunteer as an Assessor Student Volunteer?**

* In this role you will help many clients and assist them with moving forward with their issues within the parameters of our service. **You will see the impact of your work every time you volunteer.**
* Dedicated and attentive volunteers can help us to gain a clear picture of a client’s issue and advise them appropriately. Volunteers in this role are **essential and valued team members.**
* In this role, **you will see the full range of Citizens Advice’s services in action**, covering benefits, debt, employment, housing, amongst other issues. This is especially valuable for volunteers wanting to work in the charity or advice sector.
* Our volunteers need a wide range of skills. **You will increase your employability** in this role by developing your communication, listening and problem-solving skills.



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

To volunteer in this role, you don’t need specific qualifications or skills but you’ll need to:

* While not essential, this role will lend itself well to someone who **lives near the Chelsea Office on Kings Road (SW3)** where we are based.
* **Be friendly and approachable**: Our clients are sometimes vulnerable and need to be supported by friendly and approachable volunteers.
* **Be non-judgmental and respect views, values and cultures** that are different to your own: It is one of our fundamental principles at Citizens Advice to be impartial.
* **Be empathic and understanding** when faced with sensitive topics: Our clients may have very personal issues they may feel ashamed of, and they need to be supported by a volunteer who cares about their issue.
* **Have excellent verbal and written communication skills:** this is not limited to spoken and written English (though excellent English is required). We are particularly interested in volunteers who speak other languages as well as English.
* **Be able to understand complex information and explain it (verbally and writing)** so that others understand it: We use an online case recording system and our organisation and services are grounded in policies and procedures that clients, volunteers and staff members need to understand and deliver. In this role you will also be using our advice resources to explain complex information to clients, so you will need to be able to read, understand and relay that information to clients.
* **Have good maths skills**: you will need to be able to complete simple mathematical equations and identify issues in mathematical problems.
* **Have good IT skills**: We run a hybrid service model of in-person and remote working, requiring our staff and volunteers to use IT efficiently.
* **Be willing to learn and undertake training**: Our volunteers must follow the Citizens Advice aims, principles and policies, including confidentiality and data protection, and complete assessments before they can deliver client-facing services.
* **Show dedication to training in your role:** this role involves a lot of training and so we need volunteers who can show dedication and an ability to persist with their training even during self-study. Failure to engage with the training or frequently miss volunteering days can result in being asked to leave the training programme and volunteer role.

**Practicalities of working in a hybrid volunteering model**

If your application is successful, we’ll discuss this fully, but before applying you should consider that:

* You will need to be able to **access our Chelsea Office**.

You will also need:

* to be comfortable with IT.
* access to **a smartphone with either iOS 14 or later, or Android 7.0 or later**.

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

* You will be required to:
	+ **Volunteer one full day (9:45am – 4:15pm) per week, minimum.** If you can volunteer on more than this each week then that is even better!
* You must be ready to commit **a minimum of twelve months** to this post.

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**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.



**Training**

For this role you will undertake training that combines both self-study, role plays, and short tests of your knowledge to check learning. Citizens Advice provides high quality advice so our training is both challenging and rewarding. For this role you will have around 6 weeks of training before you work directly with clients. This is to give you the confidence and skills to work with clients to support them.