

Lewes District Citizens Advice

Level 2 Adviser

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients on the phone, by email or face to face to explore what problems they want help with
- find information about the clients' problems and help them to understand their options
- write a summary of the clients' problems and what action you've taken
- look out for problems that are common, or are unfair, and feed back to help Citizens Advice influence decision makers via an evidence form.

Some examples of what you could do:

- find the information online that explains how to apply for Council Tax Reduction in a client's local area and explain it to them
- identify what steps a client can take to resolve their problem with a second hand car
- help a client find and understand what steps they can take to deal with their rent arrears
- explain a client's rights if they lose their job because of redundancy



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt, employment and housing
- build on valuable skills such as communication, digital skills, researching and explaining complex information
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

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 that are different to your own
- have good listening skills
- have good verbal and written communication skills
- have good IT skills. For remote working – a good wifi connection and a computer or laptop
- 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
- A positive attitude to self-development and assessment and a commitment to learning through practice and feedback.
- Ability to work as part of a team.
- Ability to recognise your own limits and boundaries in the role.
- Be willing to commit to volunteering one day a week for at least 12 months.

Thank you for considering these points. Please get in touch at recruitment@lewesdistrictca.org.uk if you have any questions



How much time do you need to give?

The initial training programme is one day a week and runs over twelve weeks.

We ask advisers to commit to one day a week for at least 12 months after they have completed their training.

The working day is six hours - from 9:30 to 3:30. We ask all advisers to complete any outstanding work before leaving for the day.



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 people from Black Asian Minority Ethnic (BAME) communities.

If there are any adjustments we can make to accommodate your individual needs to make your work as enjoyable and rewarding as possible please let us know.