



**Rotherham
& District**

Volunteer Form Filler

Our Form filling volunteers provide information, advice and support to our clients are at the heart of our service. You will receive a full induction and training and once you start giving advice and supporting clients with forms you will be fully supported and supervised.



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, LGBTQIA+, and people from Black Asian Minority Ethnic (BAME) communities.



Role purpose:

We are seeking volunteers to support clients to complete forms, you will provide 121 support to clients who need help to complete both paper based and online forms. Training in areas required will be given to the volunteers who can demonstrate a passion for making a difference and the necessary research, customer service, digital and written skills required for this role.



What we ask of you:

To volunteer a minimum of 6 hours per week Mon- Fri 9am-5pm for at least 12 months.



What you'll do:

- As a volunteer form filler you will support clients to complete both online and paper based forms.
- Support clients by guiding them to information, making an internal referral or signposting to external and internal help as needed.
- Have excellent communication skills to be able ask appropriate and sometimes difficult/personal questions to ensure you are able to complete the form on the clients behalf with the information you require to do this.
- Adapt communication style to meet the needs of individual clients.
- Make an assessment of the client's needs, identifying options and solutions to empower the client to find a way forward.
- Provide support and advice to move clients forward with the completion of their form according to the principles of the Advice Framework.
- Maintain and build your own advice competence, through completing relevant adviser training.
- Work collaboratively with other colleagues involved in the advice work process.
- Maintain confidentiality about clients and their contact with our service
- Consult the Advice Session Supervisor appropriately.
- Liaise with other teams regarding support for individual clients.
- Work within agreed CARD systems and procedures.
- Record an accurate record of advice provided on our client database.



We need you to:

- Have excellent verbal and written communication skills.
- Be a good listener.
- Be open, approachable and non-judgemental.
- Be able to find, understand and relay information.
- Have good computer skills.
- Have good written English.
- 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
- Be able to volunteer from our local office or within outreaches across the borough.



What will you get out of it?

- As a volunteer you'll receive a full induction and training, as well as support and supervision throughout your time volunteering with us, and opportunities for development.
- We will support you with any IT needs in order for you to volunteer remotely from home.
- By volunteering with Citizens Advice Rotherham you will make a real difference to people's lives and have a positive impact on your community.
- You will learn about the issues that affect our clients lives, including benefits, debt, family, housing and immigration. (No prior experience is needed in these areas as you'll receive full training.)
- Build on valuable skills such as communication and problem solving.
- Increase your employability
- Speak to new people from a range of backgrounds.
- Although all of our teams are predominantly home based we offer an inclusive and engaging working environment, with daily Zoom team briefings with all staff and volunteers across the service.
- We hold a monthly staff and volunteer meeting.
- We believe that the invaluable work we do comes from looking after our staff and volunteers so that they in turn have the energy and passion to do the best possible job for our clients.
- You will join a service committed to its values of being Generous, Responsible and Innovative, with a commitment to making a difference to the lives of our community.
- Our volunteer roles are rewarding and our volunteers benefit from their experience of working with us whether it is to meet new people, help people with the problems they face, make a difference to people's lives or gain new skills.



Interested?

Find out more on our website:

<http://www.citizensadvicerotherham.org.uk/volunteering/>

Or email:

volunteer@citizensadvicerotherham.org.uk