



**Rotherham
& District**

Volunteer Telephone Adviser

Our home based telephone volunteers who give advice to our clients are at the heart of our service. You will receive a full induction and training and once you start giving advice 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 provide high quality information and advice to clients through an inbound telephone service on a wide range of subjects. Training in advice areas will be given to the volunteers who can demonstrate a passion for making a difference and the necessary research, customer service and digital skills required for this role.



What we ask of you:

To volunteer 2 days a week Mon- Fri 9am-5pm for at least 12 months. We do have some non advice giving roles where you can volunteer 1 day per week - please ask for more details if this is of interest to you.



What you'll do:

- As a volunteer telephone adviser you will be the first point of contact for clients who phone our Adviceline.
- Make an assessment of the client's needs, identifying options and solutions to empower the client to find a way forward.
- Support clients by guiding them to information, making an internal referral or signposting to external and internal help as needed.
- Provide full advice to move clients forward if needed, according to the principles of the Advice Framework.
- Maintain and build own advice competence, through completing adviser training Work collaboratively with other colleagues involved in the advice work process.
- Maintain confidentiality about clients and their contact with our Adviceline.
- Consult the Advice Session Supervisor appropriately.
- Work within agreed CARD systems and procedures.
- Record an accurate record of advice provided on our client database.
- Liaise with other teams regarding support for individual clients.



We need you to:

- Have excellent communication skills.
- Be a good listener.
- Be open, approachable and non-judgemental.
- Be able to find and sift through information.
- Have good computer skills.
- Have good written English.
- To be committed and passionate about making a difference to people's lives



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.
- Speak to new people from a range of backgrounds.
- Although all of our teams are currently 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