

ADVICELINE VOLUNTEER

Citizens Advice Merton and Lambeth is a local charity dedicated to providing information, support and advice to individuals and families who live, work or study in Merton or Lambeth. We also work to raise awareness and understanding of the challenging issues affecting our clients and communities.

Aim of this role

Adviceline volunteers help people who call the charity looking for help with the problems they are facing. The AdviceLine team interview the client to understand the problem, assess possible options and recommend next steps. The next steps might include helping the client to access the information they need, scheduling an appointment with one of the charity's advisers or specialists, or signposting to another organisation or service.

As an Adviceline Volunteer you will:

- Use your skills and experiences to help others in need
- Receive volunteer training
- Be part of a friendly and supportive charity team
- Develop transferable skills for employment, training or other volunteering opportunities

Location

The Adviceline team is based in our Mitcham office. Although not on a tube line, Mitcham has good transport links (buses, trains and tram) and the office has an on-site carpark.

What we are looking for?

You do not need specific information or advice experience, but good interpersonal and communication skills are really useful. You'll need the ability to gather and analyse information, use online resources and standard computer applications, and be organised, reliable and friendly.

You do not need to be familiar with using the telephone as you'll get lots of practice during training including shadowing experienced members of the AdviceLine team.

DBS disclosure is not required for this volunteering role, but satisfactory references will be requested.

Volunteer Training and Support

You'll receive comprehensive training for the role before you join the team. This mixes learning in the classroom, practice using the phones, online learning (which can be completed at home) and the opportunity to shadow experienced members of the team.

You will start with 5-6 days in the classroom completed over 5-6 weeks. This will introduce the service, look at how we support clients on AdviceLine, and at our main enquiry areas like debt and housing. At the same time you start your online training, and spend time listening-in to phone calls handled by experienced members of the team.

When you join the team your learning will continue as you gather experience. Once the programme of learning is completed you will receive a Citizens Advice certificate of competence. Most people start volunteering with the team after 6-8 weeks, and complete the certificate after 3-6 months, but the learning programme is flexible to suit your availability.

You will be supported by the team leader at all times when volunteering with the service, who will be on hand to help with any queries or problems.

We also support volunteers with pre-approved travel expenses incurred through AdviceLine volunteering activities.

Commitment

The AdviceLine is open 10am to 4pm, five days a week. Our volunteers are typically with us for one day per week or more. We are looking for volunteers who are able to start at 9.45am or at 12.45pm, and are able to do at least 3 hours per day.

We agree days and times with you, and these can be changed if needed. If for any reason you're unable to attend we ask you let your team know.

Ideally we're looking for volunteers who expect to be able to be with us for at least 3-4 months, though many of our volunteers are with us for much longer than this.

How to apply

If this role is for you, then please apply here online.