



What could you do as a Volunteer Adviser?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone face-to face or online to explore their current situation and why they need help
- find information about the client's problems and help them to understand their options
- support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
- write a summary of the client's problems and what action you've taken
- look out for problems that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM or local councillor

Some examples of what you could do:

- help a client with debts work out a reasonable amount to pay back, and make a phone call to an organisation they owe money to
- explore what benefits a client is entitled to and help them to complete a benefit application form
- help a client who has problems with their landlord to understand their housing rights.



What's in it for you?

- become trained to a high standard and gain lifelong, transferable skills
- make a real difference to people's lives
- learn about a range of issues e.g. benefits, debt, employment and housing
- build on valuable skills such as communication, listening and problem solving, and increase your employability
- work with a range of different people, independently and in a team
- have a positive impact in your community.

You don't need prior experience in these areas as you'll receive full training and on-the-job support. We'll also reimburse any necessary expenses.

For individuals who are doing advice giving roles, and who are also training to be a solicitor, if you started training to be a solicitor before 1st September 2021, you may be able to get up to six months reduction in your training contract.

If you started training to be a solicitor after 1st September 2021, you may be able to include time spent volunteering (or working) in advice giving roles as part of (or all of) your qualifying work experience. See [Solicitors Regulation Authority](#) for more information.



What skills and experience do you need?

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 excellent verbal and written communication skills
- have good maths and IT skills
- 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
- be willing to learn more about Citizens Advice and undertake training in your role



How much time do you need to give?

Ideally we ask for 8 hours per week, which can be over one day or spread over two days, for at least 12 months.

We can be flexible so come and talk to us.



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.

Next Steps

If you are interested in becoming an adviser and would like to discuss the role in more detail - including questions about time commitment, flexible working and how we will support you through training and beyond - please contact us to arrange an informal chat.

Contact details

Email: admin@barnsleycab.org.uk