



What will you do?

- complete an introduction to Citizens Advice and training for your role
- complete paper and online forms with clients, for example application for Personal Independence Payments (PIP), a benefit, or to complete an application for money or equipment from a charity
- discuss a client's income and spending with them, and together drawing up a budget
- write a summary of the clients' 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:

- find the information online that explains how to apply for Housing Benefit 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



What's in it for you?

- make a real difference to people's lives
- gain in-depth knowledge about specific issues, such as benefits, and debt
- build on valuable skills such as communication, questioning and listening, interpreting information and summarising
- 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 excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and summarise it
- 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



How much time do you need to give?

Ideally we ask for 6 hours per week, which equates to one day for at least 6 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 people with physical or mental health conditions, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a form filler and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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