

Digital champions



What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients face to face, to help them find information online that can help them solve their problems
- help clients carry out an activity online to solve their problems

Some examples of what you could do:

- find the information online that explains how to check a client's state pension age and help them to do this
- find the information online about how to renew vehicle tax and help a client to do this
- help a client find and understand steps they can take to deal with their rent arrears
- 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



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt and housing
- build on valuable skills such as communication, listening, supporting others to use the internet
- 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, approachable and patient
- 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 undertake training in your role



How much time do you need to give?

Ideally we ask for 4 hours per week, which can be over one day or spread over two days, for at least 3 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 digital/information assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Email: valeriegraham@telfordcab.co.uk