



Volunteer Adviser Role Description

Citizens Advice Merton & Lambeth (CAML) provides information, advice and casework across the London Boroughs of Merton & Lambeth. It does so at its three offices in Streatham Hill, Mitcham and Morden, over the phone and by email and webchat.

CAML deploys volunteers and employs paid staff in a range of different roles. It is committed to ensuring that all volunteers and staff are properly supported and supervised.

About this role

Volunteer advisers help customers by working with them to understand problems work out together the options that may help, set priorities and help them to access the information they need.

They also help to influence government and other organisations by identifying where customer's problems may be a wider issue which would be relevant to our Research and Campaigns.

Volunteer Advisers work closely with the Advice Session Supervisor who supports them to identify the most appropriate course of action for customers.

Location: Our offices are in Mitcham, Morden and Streatham Hill. Volunteers will need to work across all 3 offices.

Hours: 9.30am – 4.30pm

Days: 2 week days (Monday – Friday) each week

Length of commitment: Due to the time invested in training we ask that people try to volunteer with us for at least a year

Managed by: Advice Session Supervisor

Main tasks include

- Interviewing customers, supporting them to understand problems and helping them to set priorities
- Finding, interpreting and communicating the relevant information and exploring options and implications so that the customer can come to a decision
- Where necessary, acting on behalf of the customer, negotiating, drafting or writing letters or making appropriate referrals
- Completing clear and accurate case records



- Recognising the root causes of problems and supporting the customer to take appropriate action
- Identifying any discrimination and following the service's procedures for dealing with discrimination issues
- Identifying cases which may be relevant to our Research and Campaigns work and submitting evidence
- Keeping up to date with relevant legislation, policies and procedures
- Working collaboratively and consulting with other colleagues involved in the advice work process
- Dealing with customers sensitively and with respect, and maintaining confidentiality
- Maintaining confidentiality about customers and their contact with the bureau
- Working within agreed bureau systems and procedures

What we are looking for

- Good interpersonal and communication skills including the ability to build rapport, to listen, to explain complex and challenging information and to empower others
- Friendliness, approachability, adaptability and the ability to work with members of the public as customers
- Good analytical skills including the ability to sift through information and extract what is relevant.
- A good standard of written and spoken English
- A good standard of numeracy
- A good standard of IT skills; the ability to use word, outlook/email and the internet effectively
- The ability to work well with others and to contribute effectively as a member of a team
- Awareness of the potential needs of, and demands placed on, vulnerable customers
- The willingness to learn a wide-ranging and complex topic, to give and receive feedback and to manage own learning.
- Quality – the ability and willingness to maintain high standards, to monitor own standards and enthusiasm for continuous improvement.
- Understanding of, and commitment to, the aims and principles of the CAB service

What we offer

- A full induction, initial and ongoing training appropriate to your role
- Support and supervision throughout your volunteering
- Reimbursement of reasonable out of pocket travel expenses whilst volunteering
- The opportunity to make a positive impact to people's lives and the community