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**Adviceline Assistant at Citizens Advice Swindon**

**Purpose of the role**

Answer calls made to our Adviceline, collect information from the clients and record it on our dedicated client management systems.



**What will you do?**

* complete an introduction to Citizens Advice and training for your role
* talk to clients over the phone to explore what problems they need help with
* register clients onto our client database and obtain client’s consent to hold information
* write a summary of the clients’ problem on the local office’s triage log
* consult and liaise with colleagues within Citizens Advice Swindon if any issues arise



**What’s in it for you?**

* make a real difference to people’s lives
* learn about a range of issues such as benefits, debt, employment and housing
* build on valuable skills such as communication, listening and analysing
* increase your employability
* work with a range of different people, independently and in a team
* have a positive impact in your community
* you can work from home as well as from the office

And we’ll reimburse reasonable travel expenses too if you decide to work from the office.



**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 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 6 hours per week, which can be over one day or spread over two days, 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 disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



**Contact details**

If you are interested in becoming an Adviceline Assistant and would like an application pack and /or to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us by emailing training@swindon.cabnet.org.uk , or call us on 01793 402106.