

# Digital Volunteer

## What will you do?

- Interview members of the public by telephone and other remote media
- letting the client explain their enquiry and help the client set their priorities
- Interpret and communicate relevant information/advice from recognised sources, exploring options to enable client to come to an informed decision
- Complete clear and accurate case records
- Recognise root causes of problems and participate in taking appropriate action

## What is 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

## What you need to have

- Be friendly and approachable
- Be non-judgmental and respect views, values and cultures that are different to your own
- Be able to work as part of a team and to use own initiative
- Have good listening, verbal and written, communication skills, numeracy, and IT skills
- Be able to communicate with people at all levels
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake training for the 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