

Assessor

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore what problems they've come for help with
- find information about the clients' problems and help them to understand their options
- 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

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
- 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.

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 good verbal and written communication skills
- have good IT skills and can use a calculator
- 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?

After training is completed, commit to 2 sessions per week (8 hours total) which can be over one day or spread over two days, for at least 12 months.

We can be flexible and understand that you may have existing family and personal commitments.



Contact us

Follow this link to register your interest - [Volunteering information request - Dacorum](#)