



Dacorum

Form filler caseworker



What will you do?

- complete an introduction to Citizens Advice and training for your role
- complete paper and online forms with clients, for example to apply for a benefit, or to complete an application for money or equipment from a charity
- 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:

- help a client complete a disability benefit application form
- help a client complete a mandatory reconsideration who was turned down for a benefit or didn't receive the appropriate award
- help a client complete an appeal application form or a blue badge application



What's in it for you?

- make a real difference to people's lives
- gain in-depth knowledge about specific issues, such as benefits
- build on valuable skills such as communication, questioning and listening, interpreting information and summarising
- 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 very good listening skills
- have very good verbal and written communication skills
- have good IT skills
- be able to understand information and summarise it
- 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?

Minimum 8 hours per week, 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](#)