

Adviceline Volunteer Role

Thanks for your interest in volunteering at Citizens Advice Elmbridge West. We serve the communities of Walton on Thames, Weybridge and Hersham. Clients in need of advice can contact us by email, visiting us at our offices, at our outreach venues, or calling us by telephone using our Adviceline service. Adviceline is a freephone helpline (0808 812 7087) and we're part of the Surrey network with 10 other local Citizens Advice branches across Surrey.

Due to a continued increase in demand, we are currently recruiting volunteers to support our Adviceline service specifically. Adviceline volunteers will be based in Walton on Thames but serve the wider Surrey community taking calls from across the county.



The Volunteer Role

An Adviceline Telephone Volunteer provides information and advice to help our clients over the phone. If you are able to gather key information using effective questioning techniques, we can provide training in the enquiry areas, such as Debt, Benefits and Housing.



Role Profile

- Assess client's problem(s) using sensitive listening and questioning skills to allow clients to explain their problems and identify key information such as time limits.
- Use the Citizens Advice resources to find, interpret and communicate the relevant information and advice.
- Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.
- Research and explore options and implications so that clients can make informed decisions and we empower them to make their own decisions.
- Ensure that all the work conforms to the organisation's agreed protocols and the quality of advice standards and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Record information on the Citizens Advice client database and maintain case records.

Person specification

Skills and abilities

1. Good interpersonal skills, including sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of advice interviews.
2. Good numeracy skills with the ability to understand and carry out efficient calculations
3. Ability to use IT systems in the provision of telephone and online advice interviews, including the ability to input data for record keeping, navigating online information systems, sending emails
4. An ordered approach to work, with the ability to prioritise tasks, managing time effectively within guidelines and willingness to follow agreed protocols and procedures.
5. An understanding of the need for confidentiality and a non-judgmental approach to clients and their issues.
6. The ability to work effectively as part of a team and be able to collaborate with peers and supervisors.
7. The ability to give and receive feedback objectively. A willingness to discuss difficulties in a manner that leads to a positive outcome for all concerned
8. Demonstrate a commitment to continued training, including a willingness to learn and develop knowledge and skills.
9. Committed to the aims, principles and policies of Citizens Advice Elmbridge West and its policies.
10. Ability to research, analyse and interpret complex information and to record in the client database.

How do I find out more?

We are holding an [Adviceline Volunteer - Open Afternoon on 5th March 2025](#) (1.30pm to 3.30pm) at our offices in Walton on Thames. Come along and find out more about volunteering at Citizens Advice Elmbridge West, meet members of the team and ask any questions you may have. The event is informal, you can drop in at any time and there will be tea and coffee served.

How do I apply to be a volunteer?

If you can't make the Open Afternoon event, please register your interest for this volunteer role by completing this online form > please click [here](#).