

Volunteer Advice Session

Supervisor



What will you do?

- complete training for your role
- support advisers and assessors to give good quality information and advice to clients by providing an appropriate level of support and supervision to advisers and assessors. The level of support will depend on the assessor/advisers' level of experience and competence.
- identify areas where advisers or assessors may need more training and share this information with the relevant colleagues, such as the Training Supervisor
- work with colleagues to make sure that the case notes written by advisers and assessors about client issues and action taken, is of good quality
- look out for problems' that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM or local councillor.



What's in it for you?

- make a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with new volunteers
- make a real difference to the lives of clients through ensuring good quality advice
- expand your existing knowledge
- build on your existing communication skills including giving feedback
- increase your employability

And we'll reimburse expenses too.



What do you need to have?

You'll need to be:

- competent as an adviser and have 2 years of recent experience (this can include the training period) of giving advice
- be friendly and approachable
- be non-judgmental and respect views, values, and cultures that are different from your own
- have good listening skills and be able to understand information and explain it to others
- able to keep calm in busy and pressured situations
- confident and assertive
- able to use IT and help others to use local Citizens Advice systems to find information and write client case notes
- have excellent verbal and written communication skills
- 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 8 hours per week, which can be over one day or spread over two days, for at least 12 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 racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an advice session supervisor and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



**Contact details T: 01279 770189 E:
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