

Casework assistant

What will you do?

- complete an introduction to Citizens Advice and training for your role
- work with Citizens Advice debt, benefit or income maximisation caseworkers who help clients with specific problems over a period of time
- call clients to arrange appointments to get advice and explain what they'll need to bring
- talk to clients after the appointment to find out how Citizens Advice helped them with their problem and write a summary about this

What's in it for you?

- make a real difference to people's lives
- build on valuable skills such as communication, listening and evaluation
- 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
- 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?

We can be flexible about the time spent and how often you volunteer 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 a casework assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Call us: 01473 298 639

Email us: training@ipswichcab.org.uk

Visit us: 17 Tower Street, Ipswich, IP1 3BE

Download the Volunteer Information Pack on our website to complete our application form.