



LOTTERY FUNDED

Big Lottery Number: AP/2/010291410



Charity registration number 279057

PETERBOROUGH CITIZENS ADVICE BUREAU Recruitment Information Sheet

Please read these notes **BEFORE** completing the enclosed form

Aims and Principles of Citizens Advice

The Citizens Advice service **provides free, independent, confidential and impartial advice** to people on their rights and responsibilities. It values diversity, promotes equality, challenges discrimination and aims to improve policies and practices that affect people's lives.

The CAB is the largest advice-giving network in the UK, with over 2,000 outlets and around 20,000 volunteers. We help people deal with nearly six million problems every year, in bureaux, by phone and email, at outreach sessions in places like GP surgeries and courts.

The problems we are most often asked about concern debt, employment, housing or benefits, but we will help people who come to us with any enquiry including consumer rights, legal matters and immigration.

Our clients and volunteers come from all walks of life. We are committed to providing an independent advice service, and volunteering opportunities, to the whole community.

You can help us MAKE A REAL DIFFERENCE to people in your community

The voluntary roles in this bureau are:

Information Assistants/Form Fillers help and support clients use the kiosk in our waiting room to access Citizens Advice Service website called Advice Guide which contains lots of information on a wide range of subjects. They assist clients to find leaflets from our stock and can signpost clients to other agencies within Peterborough. The second part of this role is to help clients filling out welfare benefit forms such as Housing Benefit, Council Tax Benefit, Disability Living Allowance and Attendance Allowance.

This role requires an initial training commitment of at least 12 hours over 2 days per week in bureau for 6 weeks and then at least 1 day per week for the next 6 weeks. Once status has been achieved the commitment would be at least 1 day and preferably 2 days per week on a rota.

Social Policy Co-ordinators use information from problems brought to the bureau by clients to help bring about real change through influencing local and national policy. This is a flexible role, which can sometimes be partly carried out away from the bureau. It can involve:

- Completing and collating evidence forms that record information about the problems clients' experience.
- Identifying and raising issues in the bureau and at meetings.
- Supporting staff and volunteers in spotting particular issues and completing evidence forms.
- Introducing new volunteers to social policy and the work carried out by the bureau – locally and nationally.
- Conducting research and writing reports on local issues.
- Media campaigning and liaising with other bureaux and agencies to provide a voice for clients.

This role has a commitment of at least 1 day per week as a co-ordinator but you will need to train at least as a Gateway Assessor first and may find it useful to eventually train as a Generalist Adviser.



LOTTERY FUNDED

Big Lottery Number: AP/2/010291410



Charity registration number 279057

Gateway Assessors carry out the initial diagnosis of a client’s enquiry, identifying the ‘next steps’ and either providing some information, signposting to another agency/website or making an appointment for a Generalist or Specialist Advisor; using a database to store information on each assessment. Some Gateway Assessors develop their training further to fill in forms for clients and there also may be the opportunity for some to eventually train as a Generalist Adviser.

This role requires an initial training commitment of at least 12 hours over 2 days per week in bureau for 6 weeks and then at least 1 day per week for the next 6 weeks. Once status has been achieved the commitment would be at least 1 day and preferably 2 days per week on a rota.

Generalist Advisers see clients by appointment after a Gateway Assessment to look deeper into their situation and give advice and options from our comprehensive electronic information system.

Training for this role will only be offered after completion of a reasonable time as a Gateway Assessor.

The skills, knowledge and attitudes needed for all these roles are:

- An understanding and commitment to the Aims and Principles of the CAB service and it’s Equal Opportunities Policies
- Being open minded and non-judgmental
- Positive attitude to self-development and being assessed in a role
- The ability to use IT including databases
- Flexibility and willingness to work as part of a team
- Good communication skills both written and oral
- The ability to read and write English and extract relevant information
- Enjoy helping people
- Sensitivity to the needs of others
- Friendliness and approachability
- Good listening skills
- Respect for views, values and cultures that are different to your own
- The ability to do basic maths
- The ability to recognize your own limits and boundaries in any role

Support and Training:

All CAB volunteers are trained and supported to a competent level. The training includes the following:

- Self study with training packs and e-learning
- Group sessions working through written exercises and using our databases
- Practical exercises for interviewing practice
- One to one reviews with a Trainer
- Working with a Mentor in the role before going ‘live’
- Support of a Supervisor at all times

Expenses:

Volunteers are given out of pocket expenses such as parking, mileage etc and if your application is successful you will be told about these at your induction.